# Wise™

Operators Manual
Customer Information System

# Bletchley Main Line DRA

(Digital Recorded Announcements)

Operators Manual produced exclusively for Thales Telecom Services UK,
Version As Footer
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## CONTENTS

1. GLOSSARY OF TERMS: 6

1.1. CAUTIONS: 7
1.2. HEALTH AND SAFETY 7

2. QUICK START INSTRUCTIONS 8

2.1. THE START UP MENU 8
2.2. THE TRAIN LIST WINDOW 8
2.3. TRAIN STATUS WINDOW 9
2.4. TO CHANGE THE PLATFORM NUMBER 10
2.5. TO EDIT A TRAIN 10
2.5.1. GENERAL EDITING: 11
2.6. QUICK REMARKS 11

3. OPERATIONAL DETAILS 12

3.1. GENERAL 12
3.1.1. SYSTEM PRINCIPLES 12
3.1.2. TODAY'S SERVICE LIST 12
3.1.3. OFFERED TRAINS & AUTO POST 13
3.2. OPERATIONAL OVERVIEW 13
3.2.1. THE START UP MENU AND THE 5 SUB MENUS 13
3.2.2. THE GLOBAL OPTIONS PANEL 14
3.3. PASSWORDS 14
3.4. LIST USAGE 15
3.4.1. LIST NAVIGATION 15
3.4.2. RECORD MANIPULATION 16
3.5. CONFIGURATION / OTHER OPTIONS 17
3.5.1. MODES, WISE SYSTEM 17
3.5.2. TIME AND DATE 18
3.5.3. SUMMARY QUEUING 18
3.5.4. ARRIVAL CLEAR DOWN PERIOD 18
3.6. CONTROLLING TRAIN DISPLAY 19
3.6.1. SELECTING A TRAIN 19
3.6.2. SEARCHING FOR A TRAIN 19
3.6.3. POST AND DEPART 19
3.6.4. OUT OF SEQUENCE POSTING 20
3.6.5. TRAIN STATUS, HOLD & PEND 20
3.6.6. PLATFORM, POST STYLE & POST AHEAD 21
3.7. TRAIN EDITING 22
3.7.1. TEXT EDITING 23
3.7.2. REMARKS 24
3.7.3. SELECTING THE REMARK: 25
3.7.4. PLACING THE REMARK: 25
3.7.5. EDITING A REMARK 25
3.7.6. MANUAL SUMMARY REMARKS 26
3.7.7. REMARKS FOR DELAYS 27
3.7.8. NOTICE APPENDING 27

**3.8. NOTICES ..... 28**
**3.9. MASTER FILE EDITING ..... 28**
**3.9.1. COPYING MASTER SERVICE FILES & RECORDS ..... 29**
**3.9.2. CHANGING RUN DAY PARAMETERS ..... 30**
**3.9.3. SELECTING THE DESIRED MASTER SERVICE FOR EDIT ..... 30**
**3.9.4. EDITING AN OFF LINE TRAIN ..... 31**

**4. SYSTEM ENHANCEMENTS 32**

**4.1. DIGITAL RECORDED ANNOUNCEMENTS (DRA) ..... 32**
**4.2. OVERVIEW ..... 32**
**4.3. SOFTWARE ..... 32**
**4.4. ZONES ..... 32**

**5. EMERGENCY & MANUAL OVERRIDE 33**

**5.1. HOW DRA RESPONDS TO OVERRIDES ..... 33**

**6. DRA - DIGITAL RECORDED ANNOUNCEMENTS 33**

**6.1. OVERVIEW ..... 33**
**6.2. EDITING TRAIN RECORDS ..... 33**
**6.3. BUS & CONNECTING SERVICES ..... 33**
**6.4. DRA EDITOR ..... 35**
**6.4.1. SPIN BUTTONS ..... 37**
**6.4.2. DEFAULT SCRIPTS ..... 38**
**6.4.3. CHANGING DEFAULT ZONES ..... 38**
**6.4.4. THE DRA SCRIPT BOX ..... 39**
**6.4.5. LIST OF SCRIPT VARIABLES ..... 40**
**6.4.6. EDITOR POPUP MENU ..... 41**
**6.5. SCRIPT SELECTION FORM ..... 42**
**6.6. SPLIT TRAINS ..... 43**
**6.7. PLATFORM CHANGE / ZONE SELECTION FORM ..... 44**
**6.8. MANUALLY TRIGGERED ANNOUNCEMENTS ..... 45**
**6.9. QUEUING ANNOUNCEMENTS ..... 45**
**6.9.1. QUEUE TYPES ..... 46**
**6.9.2. DYNAMIC QUEUE CONTROL ..... 46**
**6.9.3. PRIORITIES & BREAK POINTS ..... 46**
**6.10. QUEUE MANAGER ..... 48**
**6.11. DELAY ANNOUNCEMENTS ..... 50**
**6.12. CANCELLATION ANNOUNCEMENTS ..... 50**
**6.13. PLATFORM CHANGE ANNOUNCEMENTS ..... 50**
**6.14. CUSTOM ANNOUNCEMENT RECORDINGS & PLAYBACK ..... 51**
**6.15. SPECIAL REMARKS ..... 52**
**6.16. GROUP SELECTION ..... 53**
**6.17. MODE BOX ..... 55**
**6.18. ENABLING & DISABLING AUDIO PLAYBACK ..... 55**

**7. ERROR & WARNING MESSAGES 58**

**8. COMMON QUESTIONS & ANSWERS 60**

**9. APPENDIX A 61**

**9.1. THE DEFAULT SCRIPT ..... 61**
**9.2. USING QUICK SYNCHRONISATION ..... 62**
**9.3. FULL SYNCHRONISATION ..... 62**
**9.3.1. OVERVIEW ..... 62**
**9.4. ECS TRAINS ..... 64**
**9.4.1. OVERVIEW ..... 64**
**9.5. TRAIN ARRIVAL RECORDS ..... 64**
**9.6. DESKTOP ICONS ..... 65**
**9.7. TRAIN STATUS INDICATORS ..... 66**
**9.7.1. OVERVIEW ..... 66**
**9.7.2. LIST OF STATUS SETTINGS ..... 66**
**9.7.3. LATE TRAINS ..... 67**
**9.8. WARNINGS AND ERROR MESSAGE LISTS ..... 67**
**9.8.1. OVERVIEW ..... 67**
**9.8.2. GLOBAL OPTIONS MESSAGE LIST ..... 67**
**9.8.3. POPUP MESSAGE BOX ..... 68**
**9.9. ERROR MESSAGE FILTER AND FAULT CLEARANCE ..... 69**
**9.9.1. OVERVIEW ..... 69**
**9.9.2. CONFIGURATION FORM ..... 69**
**9.9.3. MESSAGE FILTER FORM ..... 70**
**9.9.4. DISPLAYING AND FILTERING ERROR LOGS ..... 71**
**9.9.5. CLEARING & ACKNOWLEDGING FAULTS ..... 72**
**9.10. CANCELLED TRAINS ..... 72**

**10. ADVANCED FEATURES 73**

**10.1. CIF FILE EXTRACTION SOFTWARE FOR TRUST / WISE DATA EXTRACTION ..... 73**
**10.1.1. OVERVIEW ..... 73**
**10.1.2. MANUAL EXTRACTION PROCESS ..... 76**
**10.1.3. LOADING UPDATES FROM FLOPPY OR CD ..... 76**
**10.2. TD (TRAIN DESCRIBER) MAPS ..... 77**
**10.2.1. OVERVIEW ..... 77**
**10.2.2. TD MAPS ..... 78**
**10.2.3. CHANGING & VIEWING MAPS ..... 78**
**10.2.4. MAP CONTROLS ..... 79**
**10.3. TD AUTO MODE ..... 80**
**10.3.1. OVERVIEW ..... 80**
**10.3.2. TD AUTO OPERATIONS ..... 81**

**11. BASIC PRINCIPLES 82**

**11.1. KEYBOARD ..... 82**
**11.1.1. STANDARD KEYS ..... 82**
**11.1.2. KEY COMBINATION PRESS'S ..... 82**
**11.2. MOUSE ..... 83**
**11.2.1. TIPS ..... 83**
**11.3. WINDOWS ..... 84**
**11.3.1. FUNDAMENTALS ..... 84**
**11.3.2. USING THE KEYBOARD TO "CLICK" A SCREEN BUTTON ..... 85**
**11.3.3. ADVANCED WINDOW USAGE ..... 85**
**11.3.4. HISTORY ..... 85**

**12. FAULTS & MAINTENANCE 86**

**12.1. RESET PROCEDURES ..... 87**
**12.1.1. THERE ARE 3 WAYS IN WHICH TO RESET A SERVER OR TERMINAL NODE.** 87
**12.1.2. THE THREE ALTERNATE PROCEDURES** ..... 87
**12.2. NOTES ..... 88**
**12.2.1. "CLEARING DUE TO UNFOUND SERVER"** ..... 88

**13. SUPPORT 88**

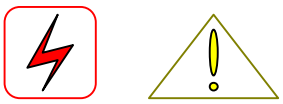
**14. INDEX: 89**

# 1. Glossary of Terms:

| | |
|---|---|
| **Wise**™<br>**RCIS**™ | Windows Information System Extended, Railway Customer Information System, descriptive trademark for this system. |
| **PC**, **IBM PC**™ Terminal, User Terminal, Node | System Computer and /or User Terminal ("PC" derived from "Personal Computer"). |
| **Screen**, **Monitor** | PC Monitor |
| **Displays** | Public Displays |
| **DVC**s' | Data to Video Converter. Controls cycling information on Displays |
| **DOS**, **MS DOS**™ | Disk Operating System |
| **Windows**, **MS Windows**™ | Refers to the user application operating system and visual user environment |

| | |
|---|---|
| **Window** | A frame that is visible on screen that contains and groups menus and tools such as buttons, text box's, |
| **Highlighted Window**, Active Window, Window with Focus | A Window that has a darker border to indicate that it is active and therefore the only window that will accept keyboard input |
| **Key**, keyboard, keys, keypress | All refer to the user keyboard |
| **Mouse**, Mouse button, Click, Mouse Key | All refer to the use of mouse or mouse keys |
| **Click**, clicked | Means to click the left mouse key |
| **Double Click** | Means to click the left mouse key twice quickly. See Mouse Details on page 83 |
| **Pointer** | Refers to the mouse pointer |
| **Cursor** | Refers to the text insertion point pointer |
| **Button**, **Control**, Icon, Box | This is an object on screen that can be clicked to perform an action |
| **ESC** key (See also Keyboard Chapter 6). | Refers to the key marked "ESC" at the top left of the keyboard. Pressing it will "escape" from the current function |
| **Enter** Key (See also Keyboard Chapter 6). | Refers to the key marked ↵ on the keyboard. There is another duplicate key marked "Enter". Pressing it will "enter" or perform the current function |
| **Cursor** Keys (See also Keyboard Chapter 6). | Refers to the keyboard cursor ←↑↓→ keys. For allowing the user to go up and down lists, and to assist text editing. |
| **CIF** | A CIF (common interface file) is a file format associated with files that are output by TRUST. |
| **SWOB** | A SWOB (station working order book) is a file format associated with train timetables. It includes all train information required to construct a train record. |

## 1.1. Cautions:



This equipment contains high voltage components and cabling. Additionally the equipment is fragile and care should be exercised in use and maintenance. Safety precautions should include observation of electrical safety regulations and frequent power safety checks. For maintenance, this manual at all times assumes the application of skills by technically qualified authorised individuals who have attained suitable certification in electronics and computer studies and electrical safety and assumes individuals are competent with such equipment. For usage, this manual assumes that users will only consist of authorised trained competent staff.

Physical precautionary checks and frequent maintenance should also be carried out for structural safety and obstruction safeguard including the inspection of heavy equipment, suspended equipment, sharp edged equipment and cable layout.

**Disclaimers**:

This manual is not intended for use by untrained or inexperienced individuals. No liability by the originators is meant or implied, financial or otherwise, in terms of safety, functionality or performance by the contents of this manual or the system it describes.

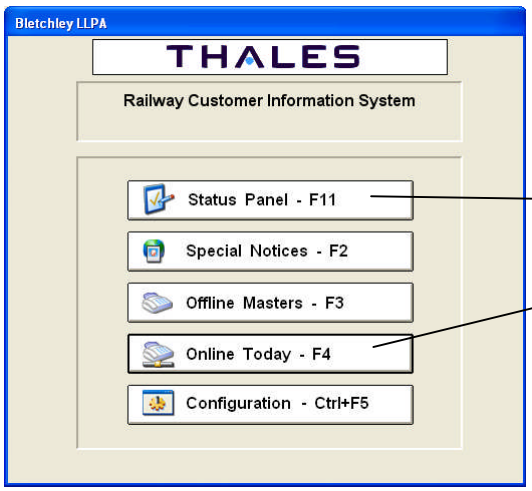
## 1.2. Health and Safety

The installed PC's and their associated LCD screens conform with the Health and Safety (Display Screen Equipment) Regulations 1992.

# 2. Quick Start Instructions

If you are unfamiliar with Wise or RCIS and you wish to start using it straight away, read this section. This chapter only covers essential information. See p12 for Details. If the PC terms are unfamiliar, see chapter 6 on Basic Principles.

## 2.1. The Start Up Menu

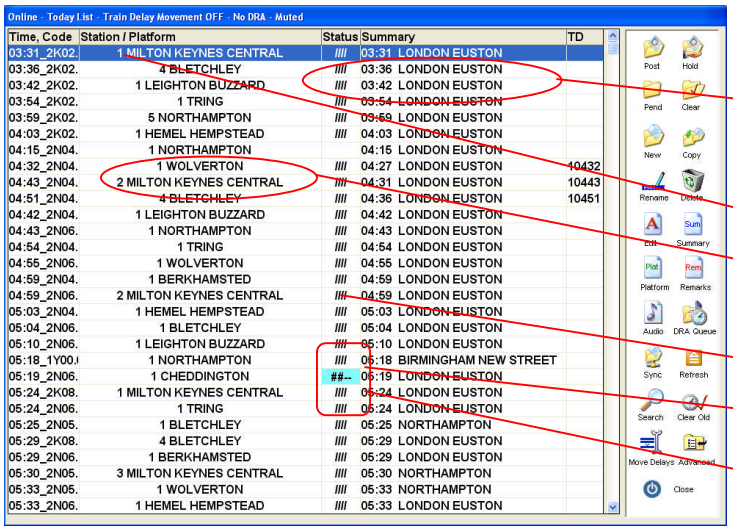



After powering up, this is the first menu that will appear. If this is not displayed, press the ESC key until it appears. For an immediate start, proceed as follows:

1. If the Status bar at the bottom is not visible Press F11 for the Status Menu;
2. It the Today list is not visible Press F4 for the Today's list.

These will bring up the two forms (shown below) these are required to allow immediate display control.
This form is referred to later as the main menu form.

## 2.2. The Train List Window


Online - Today List - Train Delay Movement OFF - No DRA - Muted
Time, Code | Station / Platform | Status | Summary | TD
03:31_2K02. | 1 MILTON KEYNES CENTRAL | //// | 03:31 LONDON EUSTON
03:36_2K02. | 4 BLETCHLEY | //// | 03:36 LONDON EUSTON
03:42_2K02. | 1 LEIGHTON BUZZARD | //// | 03:42 LONDON EUSTON
03:54_2K02. | 1 TRING | //// | 03:54 LONDON EUSTON
03:59_2K02. | 5 NORTHAMPTON | //// | 03:59 LONDON EUSTON
04:03_2K02. | 1 HEMEL HEMPSTEAD | //// | 04:03 LONDON EUSTON
04:15_2N04. | 1 NORTHAMPTON | | 04:15 LONDON EUSTON
04:32_2N04. | 1 WOLVERTON | //// | 04:27 LONDON EUSTON | 10432
04:43_2N04. | 2 MILTON KEYNES CENTRAL | //// | 04:31 LONDON EUSTON | 10443
04:51_2N04. | 4 BLETCHLEY | //// | 04:36 LONDON EUSTON | 10451
04:42_2N04. | 1 LEIGHTON BUZZARD | //// | 04:42 LONDON EUSTON
04:43_2N06. | 1 NORTHAMPTON | //// | 04:43 LONDON EUSTON
04:54_2N04. | 1 TRING | //// | 04:54 LONDON EUSTON
04:55_2N06. | 1 WOLVERTON | //// | 04:55 LONDON EUSTON
04:59_2N04. | 1 BERKHAMSTED | //// | 04:59 LONDON EUSTON
04:59_2N06. | 2 MILTON KEYNES CENTRAL | //// | 04:59 LONDON EUSTON
05:03_2N04. | 1 HEMEL HEMPSTEAD | //// | 05:03 LONDON EUSTON
05:04_2N06. | 1 BLETCHLEY | //// | 05:04 LONDON EUSTON
05:10_2N06. | 1 LEIGHTON BUZZARD | //// | 05:10 LONDON EUSTON
05:18_1Y00. | 1 NORTHAMPTON | //// | 05:18 BIRMINGHAM NEW STREET
05:19_2N06. | 1 CHEDDINGTON | ##-- | 05:19 LONDON EUSTON
05:24_2K08. | 1 MILTON KEYNES CENTRAL | //// | 05:24 LONDON EUSTON
05:24_2N06. | 1 TRING | //// | 05:24 LONDON EUSTON
05:25_2N05. | 1 BLETCHLEY | //// | 05:25 NORTHAMPTON
05:29_2K08. | 4 BLETCHLEY | //// | 05:29 LONDON EUSTON
05:29_2N06. | 1 BERKHAMSTED | //// | 05:29 LONDON EUSTON
05:30_2N05. | 3 MILTON KEYNES CENTRAL | //// | 05:30 NORTHAMPTON
05:33_2N05. | 1 WOLVERTON | //// | 05:33 NORTHAMPTON
05:33_2N06. | 1 HEMEL HEMPSTEAD | //// | 05:33 LONDON EUSTON
Post
Hold
Pend
Clear
New
Copy
Rename
Delete
Edit
Summary
Platform
Remarks
Audio
DRA Queue
Sync
Refresh
Search
Clear Old
Move Delays
Advanced
Close

- F10 to post trains
- F9 to clear trains
- Train description
- Highlight Bar (Highlighted train)
- Platform

Train Status:

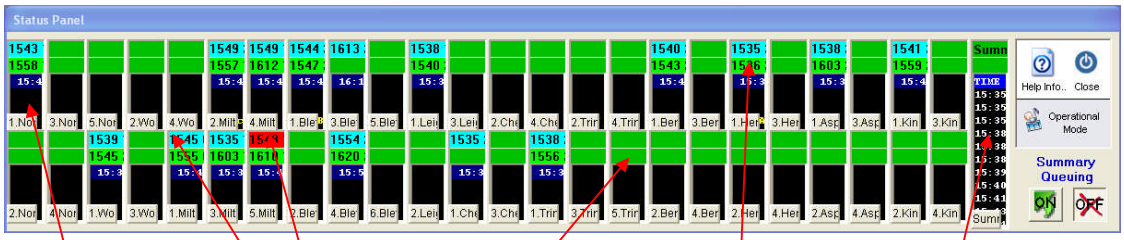
- Departed Train
- Posted Train
- Pending Train

Trains are marked as departed (cleared), posted (expected or displayed) or pending (not yet actioned) according to the indicator in the STAT (status) column as shown above. A table of possible status symbols and their meaning are more fully explained later in this document.

- To select a train, use the up and down keys until the desired train is highlighted.
- To post the highlighted train, press the F10 key or click the Post Icon.
- To depart the highlighted train, press the F9 key or click the Clear Icon.
- To change the platform number of the highlighted train, press the F6 key or click the Platform Icon. (See 2.4).

- To edit the train, press the Enter key or click the Edit Icon. (See 2.5).

## 2.3. Train Status Window



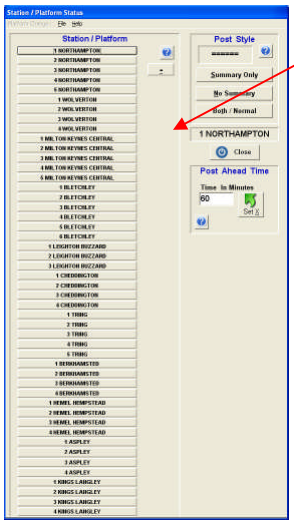

| | | | | |
|---|---|---|---|---|
| Display Mimic box (for your information) | Posted Train code. Normally CYAN (RED = late). | Blank platform (No posted trains, no offered trains) | Offered Train (Offered trains are always GREEN). | Summary Mimic box |

- To select any given platform, key in the platform number (click the button for the required location or if the buttons have shortcuts press the associated keyboard shortcut). Shortcuts are usually single underlined characters on the button.
- To Depart a train, click on the bright blue time/headcode on the status panel, the train will be highlighted in the Today list, then press the F9 key or click the Clear Icon.
- To Post the Offered Train, click on the bright green time/headcode on the status panel, the train will be highlighted in the Today list, then press the F10 key or click the Post Icon. If any trains are already posted at that platform, zone or location, you must depart then.
- To select a train at a given platform for edit, press the shortcut if available or select it in the Today list and then press the Enter key or click the Edit Icon. This will move the highlight bar in the Train List to the desired train and the editing form will appear.

The other controls shown are details, p12.

## 2.4. To Change the Platform Number

To change the platform number, *select* the train (as described above) and either press the F6 key or click the Platform Icon. The following form will appear:



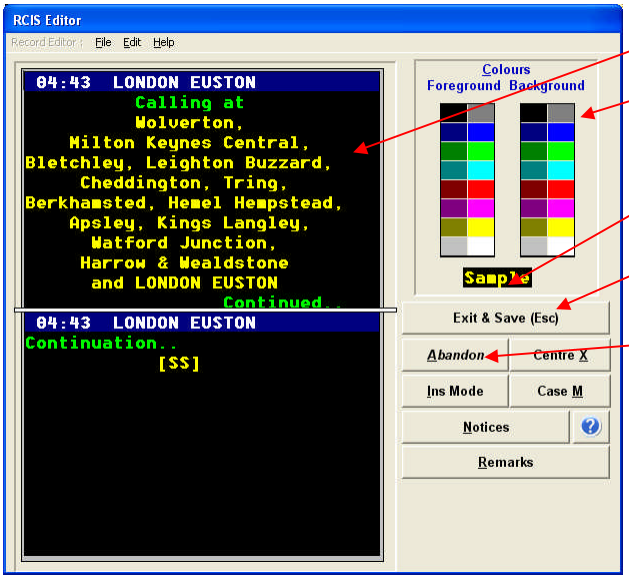
- Current Platform Indicator
* For small systems and stations Press 1 (not F1) for platform 1, press 2 for Platform 2, 3 for platform 3, etc. For larger systems where there are a large number of zones or locations it will be necessary to use the mouse to select the required button. The form will automatically close.
* To abandon (no change) press the ESC key or click the Close button. The form will close.

The other controls shown are details, p21.

## 2.5. To Edit a Train

To select a train for edit, highlight the train and press the Enter key (as described above) or click the Edit Icon.

The following form will appear:




- Text Box (may be edited)
- Colour Select box (see below & Details, p23)
- Current Colour sample box
- Save button (press ESC. Stores changes and closes window.
- Abandon button (press Alt+A. Ignores changes).

* For details on other buttons (remarks, notices, etc), see Details, p22.

### 2.5.1. ***General editing:***

- Press the keyboard cursor keys (←↑↓→) to move the insertion point (the blinking text cursor) to the point where you want to edit.
- To type over text ("Type Over Mode"), press the INSERT keyboard key until the INS MODE button is not in Italics. A single letter will become highlighted is per example:

"Calling at" - In this example, the letter "n" is highlighted.

Note: That the colour of the highlighted letter will become the default colour for new text. The default colour is shown in the Current Colour Sample Box. You may now type in the new text. (To go back to Insert Mode, press the INSERT keyboard key again).

- To insert text ("Insert Mode"), press the INSERT keyboard key until the *INS MODE* button is shown in Italics. Type in the new text or: press backspace key (⇐) to delete text to left of cursor; press Delete key to delete text to right of cursor. (See also Keyboard, p82).
- Press the ESC key to store contents and close the window. To abandon changes, press the Alt+A keys or click the Abandon button.

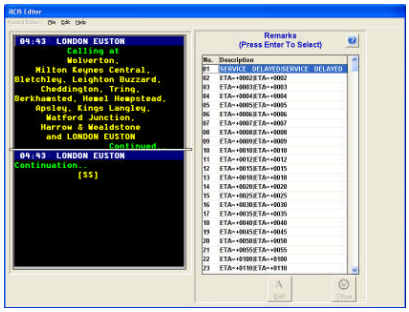
Tip:

If you are selecting a train from the status panel (see section 2.3 above), you should proceed as follows:

1. Select the train at a given platform for edit by clicking the time/headcode. This will move the highlight bar in the Train List (as previously described).
2. Press the Enter key to bring up the edit box or click the Edit Icon.

## 2.6. Quick Remarks

To add a "quick remark" to a train:




1. **Select the train** (highlight the train as above). Press the F12 key or click the Rem Remarks Icon. The remarks form shown hear will appear with a list of available remarks.
2. **Select a remark.** This can be achieved quickly by pressing the first number of the remark. For fast single key press remarks, only the first 9 remarks are available.
3. **Press the Enter key.** Once a remark is selected pressing the Enter key is the equivalent to clicking the INSERT button (to insert the remark). Note: If desired, the insertion point for the remark can be changed first by using the Up & Down keys on the keyboard (↑↓) to reposition the editing cursor within the train record.
4. **Press the ESC key.** (Only press the escape key once you have confirmed that the remark is placed as required).

Tip:

For small systems with less than 10 platforms.

A train that is posted can be appended with a quick remark in 5 simple steps (assuming that Wise is displaying the Today list). For example, if the desired remark is number 9 (eg: “Cancelled”) and if the train for the remark is on platform 3:

Press 3; Press F12; Press 9; Press Enter; Press ESC.

Details for selecting and editing remarks are discussed in section 3.7.2.

# 3. Operational Details

## 3.1. General

Wise is a timetable driven data base system linked to display drivers for an integrated timetable information system.

Wise uses a Graphical User Interface (GUI) to allow a simple visual approach to controlling the data base and displays. MS Windows™ provides this GUI. The text and style of GUI used has been specially selected in consultation with users to be clear and easily read for a wide range of use. If you are unfamiliar with Windows or PC’s in general, it is recommended that you first read chapter 6 on Basic Principles.

Wise uses a hierarchical menu structure with each of 5 main buttons stemming from the Main menu form. Each main menu button opens another form and in some cases, these allow further descent into more detailed forms or display screens.

### *3.1.1. System Principles*

Wise is based on the original BR2240 specification which determines that the data base is configured in days. The Off Line menu contains the Master Files. Each master file is valid for a specific type of day, and/or a date range, or perhaps just one day, depending on the user configuration set up in the Master Files menu.

For displaying and controlling the trains on the current day, the OnLine menu structure is used. This is a train list that is extracted from the OffLine computer at 3 am in the morning. This train list called the Today List. The Today List can be modified and appended during the course of the current day to cope with temporary time table changes.

Note:

The Today list is temporary and any changes that are made to it are lost at the end of the day.

To change the data base permanently, the user must gain access to the OffLine computer and change the Master File relevant to the day required.

### *3.1.2. Today’s Service list*

The Today list provides trains in chronological order for display. Each train has an associated status according to the time and any actions that have been performed on it (see Status Column, the Train List window, section 2.2, page 8). This has been updated and a full list of possible options is provided later in this document. The basic Status is either:

- Departed (in the past). Shown as **“////”**

- Posted (currently displayed  Shown as **"##--"**
- Pending (in the future)  Shown as **"----"**

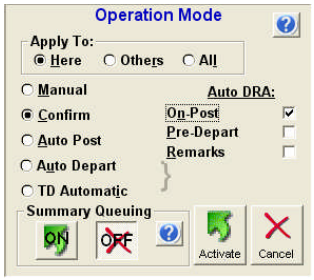
The user may choose various methods of posting (see next section) which will change the status from Pending to Posted. The user then must depart the train manually which will change the status from Posted to Departed.

The system does not depart trains automatically (as according to the BR2240 spec) as precise timing for display clearing is critical to ensure that passengers do not get confused. However, when the departure time has been exceeded for a train, the system will beep periodically and invite the user to depart the train or acknowledge it by putting it on hold. A train that is held will stop sounding the beep alert.

### *3.1.3. Offered Trains & Auto Post*

The system will post automatically or offer trains depending on the mode that has been set by the user. To set Modes, see para 3.5, page 17.

If in Automatic Mode the system will post trains automatically according to a predefined *Post Ahead* time (see page 21). If the system is in the Confirm Mode, Wise offers the nearest *pending* trains to the user for posting according to the predefined *Post Ahead* time, these appear as green time/headcode entries on the status panel. In Manual mode, the user must select and post trains manually and the *Post Ahead* time is ignored. There is also a 4th fully automatic mode which departs trains on a time basis - see 3.5 Configuration and Modes & Wise System, p17.




Mode change form (Part fo the Configuration/Other Form).

The fifth mode called "TD Automatic" is available on systems that have a TD feed. This option allows the TD (Train Describer) circuit where available to automatically depart trains. On systems without a TD feed this mode will be similar to the Auto Post mode.

The Master PC on the system will have an additional check box available. It is a tick post to the right of the TD Automatic and Auto Depart options named "Enable Post". When ticked the trains are automatically posted. When un-ticked they must be posted manually. In most situations this should be left ticked.

Detailed Instructions on how to control Wise follow.

## 3.2. Operational Overview

Forms/Menus are allocated in a top down structure allowing the user to continue descending into forms as required and always allowing the user to get back to the Main Menu form by pressing ESC to ascend one menu level each time. Alternatively if the form is already open in the multi-form window the user can select it by clicking on it, or from the Window menu option if available at the top of the application.

### *3.2.1. The Start Up Menu and the 5 sub menus*

There are five main option buttons, Status Panel, Special Notices, Offline Masters, Online Today, Configuration. From any of these options you can get back to the Main button form by pressing the ESC key. The Main Menu form is explained immediately below while the other menus are discussed under the relevant headings:

- Status Panel - F11 - see Controlling Train Display, para 3.6, page 18
- Special Notices - F2 - See Notices, para 3.8, page 28
- Offline Masters - F3 - see Master File Editing, para 3.9, page 28
- Online Today - F4 - see Controlling Train Display, para 3.6, page 18
- Configuration - Ctrl+F5 - See Configuration, para 3.5, page 14

If you are unfamiliar with Wise and the concepts involved, you first should continue reading the following paragraphs in the order they are provided.

The Main Menu form is shown in section 2.1.

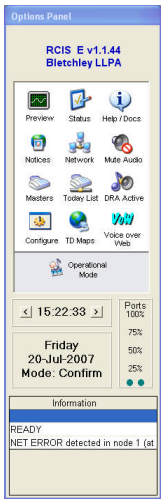
### 3.2.2. ***The Global Options Panel***

All 5 of the main menu items are also accessible from the Global Options Panel as shown here. This form is never closed and is therefore always available to provide information on Time, Day, Date, Mode, Port status and Messages.

For Mode information, see para 3.5, page 14 below.

Whilst the user can use the mouse to click icons many of these options also have a short cut function key (F11 and F2 to F5) that reflects those available on the Main Menu form.

When not required the Port status panel may be hidden from view allowing the time and date panels to be centred on the form.




## 3.3. Passwords

Many systems are password protected. The passwords are used to prevent accidental access to forms and screens which may cause the system to become unusable if the settings are incorrectly changed.

Some of the protected screens and programs include the following :

- Engineers - Remote Access and Diagnostic Form.
- Engineers - Setup Program.
- Wise Shut Down command Ctrl + Alt + F2.

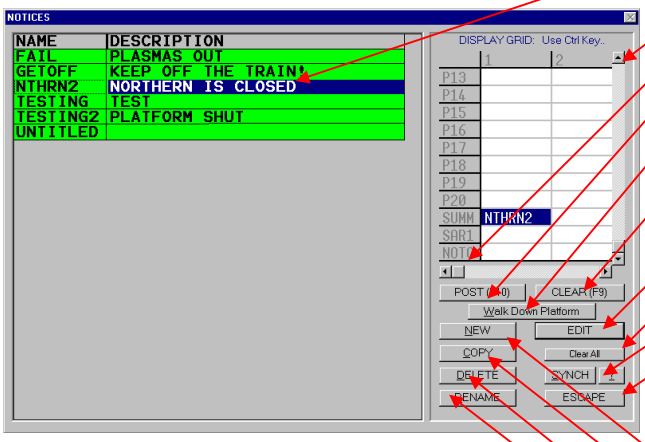
Engineers are usually aware of the general password, and should not pass it on to others outside of Thales or other maintenance companies.

In exceptional situations QSL may issue a temporary password to an engineer or Operator. Temporary passwords are only active for a period of up to 2 hours. To activate a temporary password, an engineer should first call QSL for support and will normally be requested to supply the Thales FF fault number.

Then when directed by a QSL support engineer, the password box can be activated by holding down the Control key and left clicking the mouse on the background of the Wise application to display. The password provided is then entered into the box to gain access to the engineering setup and diagnostic screens as and when required.

## 3.4. List Usage

As a sample list, a Notices List is shown to give an outline of List usage:




List:

- Highlight Bar (selected record)
- List Scroll Arrow Chevron
- List Scroll Position Chevron
- Post Message to the List
- Edit the Walk Down Platform message
- Clear the selected message

- Edit button
- Clear All messages
- Help & Sync Button
- Escape (List Close) button

Record Manipulation:

- New Record Button
- Copy Record Button
- Delete Record Button
- Rename Record Button

Fuller details about special notices are provide later in this document.

### 3.4.1. List Navigation

To select a record, the user may either use the keyboard keys to manipulate the Highlight Bar position or use the mouse to click on the List Scroll Bar. For Keyboard and Mouse usage, see Chapter 6, Basic Principles.

The relevant keyboard keys are Up, Down, PageUp, PageDown, Home, End having the effect that is stated by the key name.

The Scroll Bar provides a mouse interface for list positioning and can be used in three ways to change the list scroll position:

1. To move the list up and down one line, click the List Scroll Arrow Chevrons;
2. To move the list up and down one page, click above or below the List Scroll Position Chevron;
3. To move the list to any position, Drag on the List Scroll Position Chevron.

The Scroll Bar acts in a different way to the use of the keyboard keys in that the Highlight Bar is not moved with the list. The user must therefore click the desired record to highlight it once the desired record is visible.

*SELECTION:*

A record is said to be selected when it is highlighted with the Highlight Bar as described above. Once selected, it is ready for copying, posting, editing as described in later sections.

### 3.4.2. ***Record Manipulation***

This can vary depending on the form being used, however the basic concepts are similar to the following.

New Record :

This prompts you to provide the name for a new record (notice name or train code depending on the list you are in). A new blank record will be created ready for you to edit.

Copy Record :

This duplicates the currently selected record. It will prompt you to provide the name for the new record. The duplicate record will be created and the highlight bar will be placed on it ready for you to edit. If the record is a train, the time will be automatically altered in the record for the Summary and for the main record text.

Delete Record :

This deletes the currently highlighted record. The DELETE key performs the same function. You will prompted to confirm the operation before deletion occurs.

Rename Record :

This will rename the currently selected record and will prompt you to provide the new name for the record. The highlight bar will be placed on the newly named ready for you to edit. If the record is a train, the time will be automatically altered in the record for the Summary and for the main record text.

Help :

Provides on line help of the options available in the current list. Use the ESC key to close the help dialogue box. While in the Help, use Home, End, Page Up, Page Down or Up and Down keys to navigate where there is more than one page of text.

Escape (List Close) :

Closes the list and takes you back to the previous list.

Advanced Record Manipulation:

For the appointed system administrator and experienced Windows user, the Windows Clipboard can be used as a powerful multiple record management function. By selecting a group of records, the user can cut, copy and paste using the standard clipboard keys as defined for Windows (Ctrl-Ins = Copy, Shift-Delete = Cut, Shift-Insert = Paste).

This feature will allow copy to and from most lists including sub master lists, today's lists, notice list. Also, the user may copy a train block (e.g.: a 1 hour block) to the same list whereupon an overwrite prompt is supplied allowing the user to change the times accordingly.

Care: These functions can, if misused, result in much unwanted record duplication or irreversible multiple deletion. Multiple deletion is instant when using Cut, however, record deletion can be “undone” by using paste immediately afterwards.

## 3.5. Configuration / Other Options

To open or access the Configuration form, press ESC as often as required to get back to the Main Menu form, hold down the Ctrl key and press F5 or click the button. The Configuration form is also available by clicking the Configure Icon on the Options Panel.

### 3.5.1. *Modes, Wise system*

The system has 5 modes. These are Manual, Confirm, Auto Post, Auto Depart and TD Automatic.

1. In Manual mode, the user must select and post trains manually.

2. In Confirm mode, Wise automatically selects pending trains and offers them to the user for the user to post manually. See section 2.3 for an illustration of how Wise offers such trains.

3. In Auto Post mode, Wise automatically selects and posts pending trains, but does not depart them.

4. In Automatic Post And Depart mode, Wise automatically selects, posts and departs pending trains at standard time. To hold a train (selectively stop a train from automatically departing), press F8 (see also 3.1.3 - Offered Trains & Auto Post, p13). On the master computer T1 the automatic posting of trains can be disabled by un-ticking the "Enable Post" tick box.

Note: This mode is based on the computer clock only! We recommend that you do not use this mode unattended but only to ease usage. Please be aware that use of this mode unattended can lead to misinformation and the eventual loss of public confidence in electronic information systems. Please note that only systems sold with drivers for Unsupervised Operation may be left unattended.

5. The 5th mode, “TD Automatic” is available for systems that have a TD feed. This options allows the TD (Train Describer) circuit where available to automatically depart

trains. When the "Enable Post" tick box is ticked it will also automatically post them. This mode is not recommended for use where there is no TD feed available.

Mode Setting: To change mode, access the Configuration Menu as above and select the desired mode from the options in the bottom right corner. You may alternatively click the MODE Icon on the Status panel or the Options panel.


### 3.5.2. Time and Date

The Time and Date can be altered by clicking the “Set New Time” screen button or by clicking the “Set New Date” screen button.

After clicking, the text field to the left of the button will freeze and allow you to make the change. Finish the operation by clicking the “Set New Time” or the “Set New Date” screen button again.

Manual time changes are only effective when the Rugby clock is turned off or not available.

### 3.5.3. Summary Queuing

This affects the way that Wise displays the summary information on the Summary Display.

If the user clicks “OFF” then only the posted trains are displayed on the summary. This is the default behaviour when the system is first switched on.

If the user clicks “ON” then all the pending trains that will fit are appended to the posted trains and are also displayed on the summary.

Note: The user should always click the “OFF” screen button before leaving the system unattended at nights.

### 3.5.4. Arrival Clear Down Period

This is the approximate amount of time in minutes that the arriving trains are displayed on the arrival display after their public arrival time. This only effects arrivals marked with an "A" in the status column of the Today List.

The system will automatically remove the oldest arrival records marked with an "A", when there are more than 16 posted to the display.

To change the delay period simply enter the number of minutes and click the apply button. Any value from 1 to 60 minutes will be accepted.

See also 9.5 Train Arrival Records

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## 3.6. Controlling Train Display

This section discuses Train Display control using the Today list and the Status Window.

To select the Today list, press either the F4 key or click the Today list Icon. To bring up the Status Window, press the F11 key or click the Status Icon. (The status window is normally displayed by default).

Generally, F4 and F11 can be pressed at time to access these forms.

Before reading this section, you should be familiar with Chapter 2, Quick Start Instructions, page 8.

### *3.6.1. Selecting A Train*

There are several ways to select a train from the Today list. The first method is to select it manually from the list as described in “List Usage”, para 3.4 above.
The method of selecting a train that is *Posted* or being *Offered* on any given platform is as follows:

- From the Status Panel: Click on the time/headcode of the required train, it will be highlighted in the Today list.
- The train is now selected for posting and departing (press the F10 or F9 keys for Post or Depart) (or press the F7 key or F8 key for Pend or Hold).
- Once selected to further select the train for editing press the Enter key or click the edit Icon.
- Alternatively from any of the main windows, press the F4 function key to set focus on the Today list window and select the desired train manually as described in “List Usage”, para 3.4.

### *3.6.2. Searching For A Train*

You can search for a train in the Today list or masters by pressing Ctrl+S (^S) provided you know which timetable list it will be in as follows:

- Ctrl+S searches for trains by their record name. Eg: "1H" will find "12501H05" and "13501H07". "1250" will only find the first example.
- Ctrl+S Searches forward from the current position (never above the current position). .
- The next time you press Ctrl+S, it will look for the *next* train. Thus, to find multiple trains, start at the top and keep repeating Ctrl+S operation.

### *3.6.3. Post and Depart*

To post and depart trains *Select* the train and use the F10 and F9 keys. For details, refer to the Today list window section, page 8 and the Today list image in that section. For details on individual train selection, see Selecting A Train, para 3.6.1.

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Tip - Group Departing:

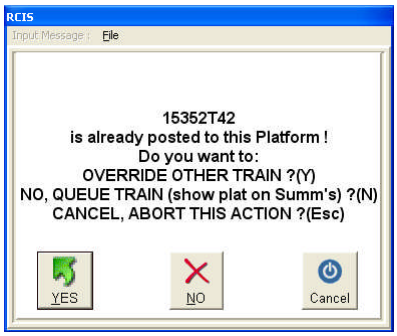
Instead of highlighting a single train and departing it using F9, the user may depart many trains at once by selecting multiple trains and pressing the F9 key. To select multiple trains, place the mouse pointer on the first train to be selected and then use the down arrow keys to select all those required. This is a useful function to clear away excess pending trains that accumulate when the system has been left unattended.

Alternatively users can use the Clear Old option by clicking the Clear Old Icon to clear all trains before the current time.

### 3.6.4. *Out Of Sequence Posting*

In order to ease the operation of the system under difficult conditions, Wise allows *Out Of Sequence Posting* when in Automatic Mode. To make use of this feature, ensure the system is in Automatic Mode (see para 3.5.1, p17) and proceeded as follows:

To avoid accidental posting of more than one train to a platform, a warning message is displayed when an operator attempts to post a second train to the same the platform.




The message box offers the operator three options

- to Post the train and remove the previous train by making it Pending,
- Queue the current train
- or Cancel the posting.

(Alternately: Where a train arrives out of sequence, i.e.: a previous train is posted but the arriving train is a later train):

1. **Post The Later Train.** (*Select* it and press F10). The previous train will be forced back in to a Pending state.
2. When the later train has departed, **Depart The Later Train.** (*Select* it and press F9). The previous train will automatically go from the pending state back to the posted state.

### 3.6.5. *Train Status, Hold & Pend*

The Today list has two additional controls to determine the Status of trains. They are the "Hold" and "Pend" options.

**Hold**: A train that is late will show up as a red bar on the Status panel and will cause Wise to produce a periodic beep:

To stop the late train beep, *Select* the train and click the "Hold" screen button to acknowledge the late train. The F8 key performs the same function.

A train that has been tagged as hold will show "**#H--**" (the letter H will appear) in the Status Column of the Todays Service list and the Posted Train Code in the Status Window will become white.

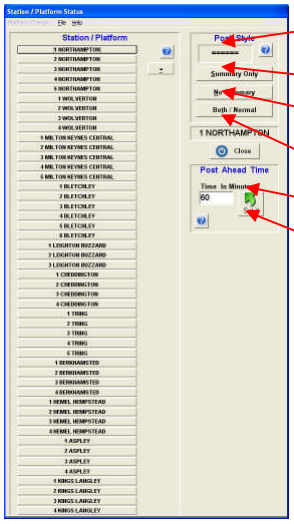
**Pend**: Pend allows the user to quickly put the train back into a Pending State (original unposted state) where the train is posted or has been already departed. This is useful when the trains arrive out of sequence or where the wrong train has been posted. See also

Out Of **Sequence Posting**, para 3.6.4 above.

To put a train back into the pending state, *Select* the train and click the "Pend" option to acknowledge the late train. The F7 key performs this action or click the Pend Icon.

A train that is Pending shows "**- - - -**" in the Status Column of the Today list and will be shown as available in the Status panel in green if Wise is able to *Offer* it.

## *3.6.6. Platform, Post Style & Post Ahead*




- Post Style Indicator (showing No Summary)
- Change to Summary only (press Alt+S)
- Change to No Summary (press Alt+N)
- Change to Both / Normal (press Alt+T)
- Post Ahead time
- Change post ahead time (press Alt+X)

Wise allows trains to be tagged so that they will not display on the summary or so they will display on the summary only. See instructions below.

Additionally, trains can have their Post Ahead time adjusted. This Post Ahead time affects the way Confirm and Automatic modes work. See Offered Trains & Auto Post, para 3.1.3, p13 for a full explanation of Modes.

To display the Platform form (shown above) *Select* the train and press the F6 key or click the platform Plat Icon. The current Platform, Post Style and Post Ahead Time is indicated as shown above. To change platform, click the appropriate button or press the appropriate platform letter (on small systems it is not necessary to press the Alt key when specifying a platform, simply press the number of the platform or zone 1 to 9).

Change the Post Style as required by clicking the appropriate Post Style screen button. Note that Alt+Key combinations may be used as given above. (See Chapter 6, Basic Principles, for Alt+Key details).

Set new time for the Post Ahead time as required by clicking the "Set X" button. This will allow you to type in the new time. Press the ESC key when finished to save the changes.

## 3.7. Train Editing

Open the Platform form Select the train and press the Enter key or click the Edit Icon. See Selecting A Train, page 19, for details.

Note:

Note that the Train Editor form is a Modal window (see Windows, page 84). This means that you will not be able to access many of the other forms until the Train Editor is closed. You should not leave the editor open for long periods of time, as it may prevent some automated functions from taking place while it waits for you to save the record. For this reason the Editor Windows may close automatically when left open for more than 2 minutes.

### *3.7.1. Text Editing*

Refer to section 2.5, page 10 for a drawing of the standard Wise Train Editor window and to the drawing in section, 3.7.2, *Remarks & Notice appending* for the expanded window view.

General editing:

- Moving the insertion point: Press the keyboard cursor keys (←↑↓→) to move the insertion point (the blinking text cursor) to the point where you want to edit. Use the left and right keys (←,→) in combination with the "Ctrl" key to skip entire words. As an alternative, point and click with the mouse. (See also Keyboard and Mouse usage, p82 onwards).
- To insert text ("Insert Mode"), press the INSERT keyboard key until the *INS MODE* button is shown in Italics. (First ensure that there are no characters highlighted so that only a thin blinking text cursor is visible). Type in the new text or: press backspace key (⇐) to delete text to left of cursor; press Delete key to delete text to right of cursor.

- To type over text ("Type Over Mode"), press the INSERT keyboard key until the INS MODE button is not in Italics. A single letter will become highlighted is per example:

"**Calling at**" - In this example, the letter "n" is highlighted.

> Note that the colour of the highlighted letter will become the default colour for any new text that is typed. The default colour is shown in the Current Colour Sample Box. This will not change during typing but it will change as soon as the insertion point is moved.

You may now type in the new text. (To go back to Insert Mode, press the INSERT keyboard key again).

- Colour selection: The last paragraph perhaps shows the most convenient way of changing colour but also the user may press Alt+C to activate the Colour Select box (see drawing, page 10). Upon pressing Alt+C, the user will be prompted to press a number corresponding first to the Foreground Colour and then again to press a number corresponding first to the Background Colour. Alternatively the mouse may be used to simply click the desired colour.
- Selecting text: In general, text selecting is an advanced topic and may not be required in day to day usage. However, text selection is a very convenient means of editing large amounts of text. The three methods of selecting text are:
    1. Double click a word to select an individual word;
    2. Drag using the left mouse key over a section of text to select multiple words;
    3. Press the Shift key (⇑) while using the cursor keys (←↑↓→).

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- Each of these methods may take a little practice to perfect. (A sample of highlighted text is shown here **Calling at**). Selected text functions are as follows (See also Keyboard and mouse usage, p82 onward):

    - A selection may be deleted by pressing the delete key;
    - A selection may be re-coloured by clicking a colour or pressing Alt+C (as described previously);
    - A Case Change may be applied to a selection by clicking the "**CASE**" button. This will alternatively make all the selection Upper or Lower case (Capitals or Small letters) or proper case (initial letter of each word capitalised only).
    - A selection may be copied by pressing Ctrl+Insert and then moving the insertion point to the copy destination and pressing Shift+Insert;
    - A selection may be moved by pressing Shift+Delete and then moving the insertion point to the move destination and pressing Shift+Insert.
    - * Note that text may be copied and moved between trains in this manner. Note also that minor changes to the Text Box can be undone by pressing Alt+BackSpace (Undo may change colours).

- To Centre Text: Press Alt+X or click the "**CENTRE**" button. This will tidy up text in the text box by centring it. The only lines that not centred are lines with a double period or colon within the text (ie: "**..**" or "**:**"). This ensures that centring is not applied to any format line (eg: with the word "Continued**..**") and the train title line (because of the colon in the time, eg: "12**:**53").
- Finally, press the ESC key to store contents and close the window. To abandon changes, press Alt+A or click the "**ABANDON**" button. Note that the abandon button is shown in italics ("***ABANDON***") until the contents of the page have been changed.

When editing the train details it is important to remember a few basic colour code rules.

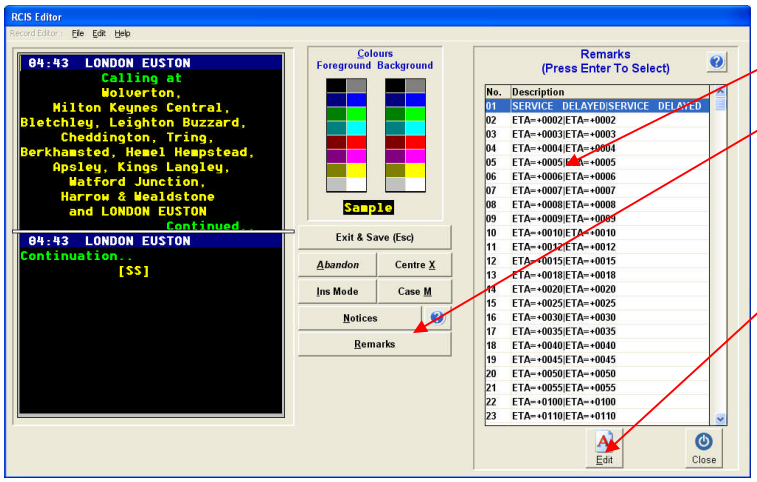
- The train header must always be at the top with white text on a dark blue background.
- The calling at is always in light green. Light green is used for special purposes.
- Normal train running information is normally yellow text on a black background.
- Remarks are white text on a mauve background.

Whilst other colour combinations can be used they will effect the way the system operates. For example DRA may not announce the calling pattern correctly and remarks may be misinterpreted. Colour text is reserved mainly for CRT & TFT displays.

### *3.7.2. Remarks*

To bring up the Remarks List as shown below, click the "**REMARKS**" Button or use the shortcut Alt+R. The Editor window becomes the Expanded Editor window. Refer to section 2.5, page 10 for an iamge of the Wise Train Editor before the Remarks is clicked.

Each Remark has two parts, the Summary Text and the Train Text. Summary Text goes on the summary monitor immediately beneath the summary line for the applicable train. Train Text goes within the train text box as shown below.



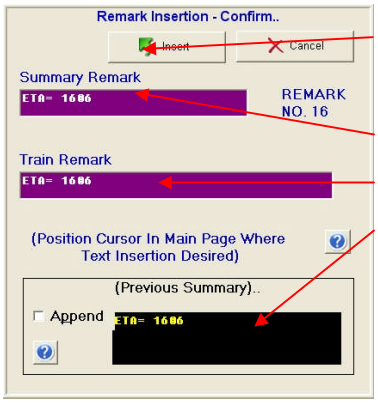

- Remarks List
- Remarks Button
- Edit button

## 3.7.3. ***Selecting the Remark:***

After bringing up the above Remarks List, select the desired remark using the List Navigation methods described on page 15. For a faster way of selecting a remark, key in the two digit number of the desired Remark. The remark will be highlighted.

## 3.7.4. ***Placing the Remark:***

Press the Enter key (or double click the Remark in the Remarks List) to place the highlighted remark. This will bring up a dialogue box for you to confirm the insertion point as shown:




- Insert (place) command button
- Summary Text line(s) (for the Summary monitor).
- Train Text line(s) (for the main Text Box)
- Previous Summary text for your information (if any). This information will be overwritten if you do not click the Append check box (to the left).

Use the cursor keys to move the insertion point in the main text box as described Section 3.7.1, General Text Editing. To place the remark, click the INSERT button or press the Enter key. To abandon, press the ESC key.

## 3.7.5. ***Editing a Remark***

Select the remark and Click the "**EDIT**" button to edit the highlighted remark. The text box in the Wise Editor window will change to the Remark Editor dialogue box (similar to dialogue box shown above for Placing a Remark). Editing is the same as for Text Editing in general (see Section 3.7.1).

Notes:

- You can move between the Summary Text box and the Train Text box by using the mouse to point and click where you want to edit or pressing Alt+S or Alt+T respectively.
- Changing the colour changes the colour for the entire box, although remarks should normally be white text on a mauve background.
- If you have more than one line of text, the Remarks boxes will automatically increase in size to accommodate the extra text to a maximum of two lines.

### *3.7.6. Manual Summary Remarks*

As an alternative to using the Remarks facility to enter remarks, the Summary Remarks Text can be altered manually.

To edit this, highlight the desired train and press the F5 key or click the

Summary Icon (or double click the column titled **Summary**). The editing form that appears will allow you to edit the summary text in precisely the same way that standard text is edited.

### 3.7.7. ***Remarks for Delays***

Some remarks can be used to change the order of the records in the today list.

In order to use this operation it is necessary to first set up the remarks using specific words and then select them using the Quick Remark F12 command or click the

Remarks Icon.

The same remarks can be used without re-arranging the records by entering the remarks using the train editor form, rather than the Quick Remarks command.

The remark line must contain the number of minutes delay followed by the remark, e.g. "15 Minutes Delay". Once selected as a Quick Remark F12 command, the train record is repositioned in the Today list, into its new expected time position. The original public time remains unchanged and will continue to be displayed with the new delay remark below it.

In order for the delay to be recognised as a delay message and re-arrange it in the Today list one of the following words must follow the number of minutes value. They can be included anywhere on the remark line after the minute value.

- Delay
- Minute or Minutes
- Mins
- Late

Numeric delays can also be applied through the use of a ETA= remark. The remark is applied as a quick remark as above and is in the form of ETA=+0010, where the ETA= must be entered and the +0010 indicates a delay of 10 minutes. The first 2 zeros represent hours, the delay time is expressed in hours and minutes. When applied Wise will convert the delay into a true time based on the public train time. This ETA time will then be displayed on station displays.

In order to cancel the delay an operator must select "On Time" from the Quick Remark F12 command. Once the On Time remark has been selected, the record will be moved back to its original position. The remark line may then be removed if not required.

This method of rearranging delayed trains in the Today list helps to insure that the train data and DRA are presented at the correct time and in the correct sequence, especially when the system is used in automatic mode.

At times of disrupted services the user would otherwise need to manually post and clear all trains.

The user can turn the movement of trains in the Today list On or Off as required via one of the following options:

- The “Allow Auto Time” check box on the Configuration form. When ticked the train delays will move the record in the Today list subject to the Move Delays option below.
- The Move Delays Icon on the Today List. The current status of this option is shown on the Title bar of the Today list form. When moving is off the train data remains in its public time sequence but still shows the revised Expect Time in the left column.

### 3.7.8. ***Notice Appending***

A notice may be appended to the train by clicking the “**NOTICES**” button from the Train Editor form. (See section 2.5, page 10 for an image and information on opening the Train Editor form).

A form will appear to allow you to select the desired notice. Select the notice using the List Navigation methods described on page 15. Click "**ACCEPT**" or press the Enter key to call the notice (or press the ESC key to abandon). Note that the notice will **overwrite** any contents that are shown in the second page of the Train Editor. Finally, press the ESC (Escape & Save) key to store contents and close the Train Editor form. To abandon changes, press Alt+A or click the "**ABANDON**" button.

## 3.8. Notices

The Notice form provides a list of user defined notices which may be appended to the currently displayed train or appended to the Summary display. Please note that Notices may not apply where the system has LED panels only. The Notices form is left enabled to allow expansion.

See Section 3.4 for an image of the notices form.

To open or access the Notices form, Press F2.

Generally, F2 can be pressed from any location of Wise.

To append a notice to a cycle of pages on a display:

1. Press F2 to open the Notices form;
2. *Select* the desired notice (For details, see List Navigation para 3.4.1, p15);
3. Select the Destination using the Destination Display Grid (on the right of the Notices Menu). The desired grid position may be selected by being clicked, or by holding down the "Ctrl" control key while using the keyboard (use keys in a similar fashion to that described in List Navigation);
4. Press F10 to post. It will appear as a name label in the Status Window under "Summary" title in the Summary Display Status Box.

To remove a notice from a display:

1. Press F2 to open the Notices menu;
2. Select the Destination to be cleared as above;
3. Press F9 to clear it. The name label in the Status Window will be removed.

To append a notice to a displayed train, see Train Editing, para 0.

To repost the same notice after a faulty display has been replaced first clear the existing notice, wait at least 10 seconds and then repost it.

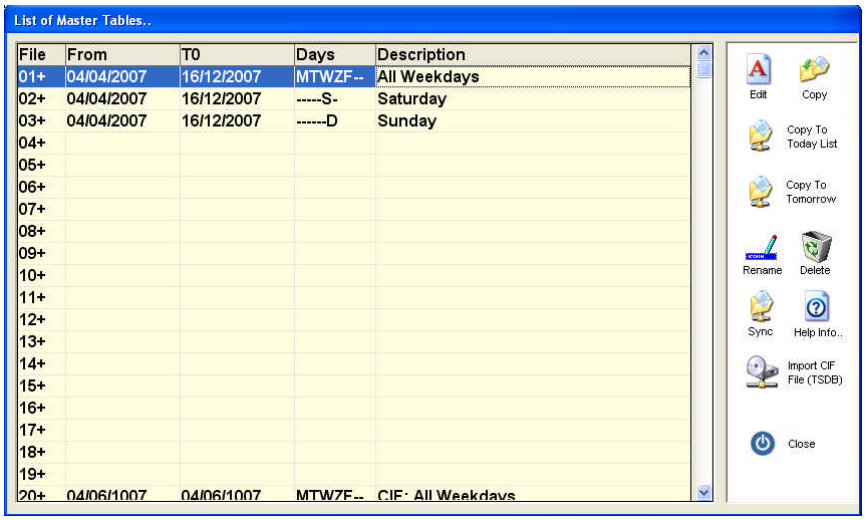
## 3.9. Master File Editing

For an explanation on how Master Files are used by Wise, see "System Principles" page 12.

To open or access the Master Files List window, Press F3.

Generally, F3 can be pressed from any Wise form.

The Master File Summary list is displayed when the F3 key is pressed or the user clicks the masters button on the Main Menu form or the Masters Icon on the Options panel.

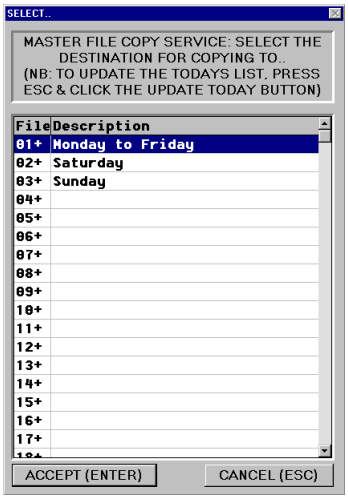



The Master file lists have yellow backgrounds. The colour difference has been provided to help Operators identify which list they are about to edit. The functionality is similar to the Train Service List.

For the select instructions given below, see the section “List Usage”, p15.

## 3.9.1. Copying Master Service Files & Records

Copying master files is essential if you are to create a separate but similar train service or wish to backup the master file. For example, for a special day where Engineering Works occur or for Easter or Christmas where the timetable is basically the same.




To help for the copy process a copy form is presented to provide details of the currently used and available directory locations. It will be similar to the one shown here.

Users first select the master file to be copied then click the copy button. Once the form has opened to destination is selected by clicking on one of the file locations.

If the file location is already in use the user is requested to confirm whether the data is to be overwritten.

**To Refresh The Today List (On-Line) File:** This will occasionally be necessary especially if the wrong list was extracted overnight. Click the "**Copy To Today List**" Icon. The new file will now be available for editing in the On-Line menu.

**To copy an entire Master Service file** (all the trains contained in a file): click the "COPY" Icon. A special dialogue box will allow you to select the desired destination service. Care should be taken not to overwrite another important Master Service. The new file will now be available for editing. The next section tells you how to alter the Run Day and Run Date Parameters.

**To copy part of a Master Service file** (the highlighted trains in a file): This is an advanced user function and should be performed only by confident Windows users: Select and enter the desired timetable list. Click and drag on the list to cover all the desired entries (or use the Shift key while pressing the up and down keys). Use Shift+Delete to move all the selected files to the Windows clipboard or use Ctrl+Insert to copy all the selected files to the Windows clipboard. Go to the desired destination list and use Shift+Insert to paste the files into the target list. This feature will also allow copying of selected records to and from the Today's List.

### 3.9.2. *Changing Run Day Parameters*

The Run Day and Run Date Parameters must be properly set to allow Wise to perform the automatic overnight extraction on the correct Master Service.

The columns are arranged as follows:

| File | From | To | Days | Description |
|---|---|---|---|---|
| The file number of the Master Service | Start of valid date range | End of valid date range | Valid run days (Monday, Tuesday, etc). | This is a text area for notes that is purely for the users convenience. |

To change Parameters: *Select* the desired Master Service and then select the desired column using the Left and Right keyboard cursor keys ("←", "→"). Press the SPACE bar to edit the highlighted column. Alternatively, double click the item to be altered, or click the item and click "**RETITLE**". A small dialogue box will appear that will prompt you for the correct entry.

MERGE Note:

The Master File MERGE facility has been provided, the file number in the left hand column will be appended with the Merge attribute "+" (plus sign).

All valid files with this Merge attribute (valid if the run date and days are valid) will be merged together in the final Today's list during an overnight extract.

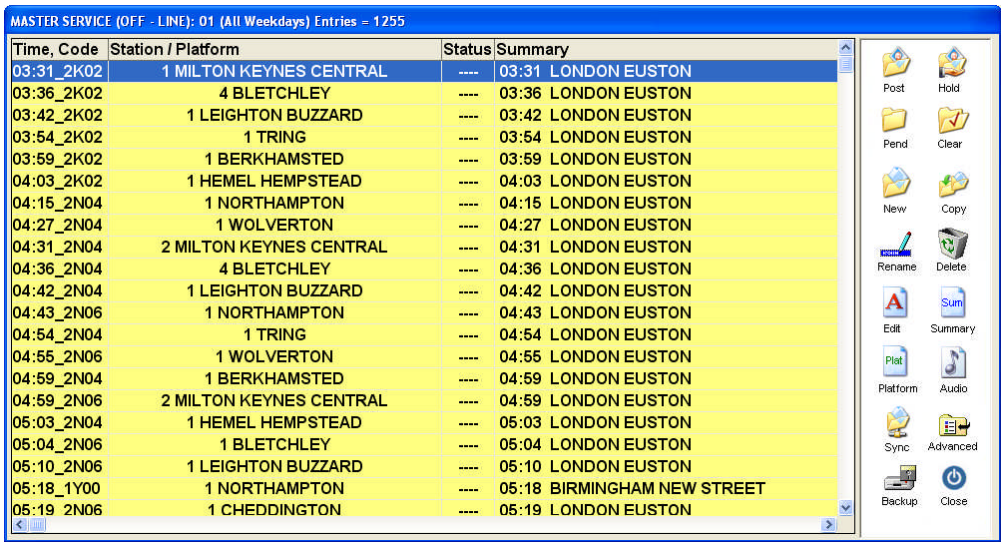
This feature is intended to allow minor modifications to a run day such as an extra Friday Only train. This feature is explained fully in the associated help (screen button marked "?").

### 3.9.3. *Selecting The Desired Master Service for Edit*

Once the Master Files list is retrieved (as above), it will be necessary to access the desired Master Service.

To achieve this, select the desired Master Service and press the Enter key or clicking the Edit Icon to access it (to descend into it).

A sample master train service is shown below. The use of the master file train records and editing them is similar to that of the Today list.


MASTER SERVICE (OFF - LINE): 01 (All Weekdays) Entries = 1255
Time, Code | Station / Platform | Status | Summary
03:31_2K02 | 1 MILTON KEYNES CENTRAL | ---- | 03:31 LONDON EUSTON
03:36_2K02 | 4 BLETCHLEY | ---- | 03:36 LONDON EUSTON
03:42_2K02 | 1 LEIGHTON BUZZARD | ---- | 03:42 LONDON EUSTON
03:54_2K02 | 1 TRING | ---- | 03:54 LONDON EUSTON
03:59_2K02 | 1 BERKHAMSTED | ---- | 03:59 LONDON EUSTON
04:03_2K02 | 1 HEMEL HEMPSTEAD | ---- | 04:03 LONDON EUSTON
04:15_2N04 | 1 NORTHAMPTON | ---- | 04:15 LONDON EUSTON
04:27_2N04 | 1 WOLVERTON | ---- | 04:27 LONDON EUSTON
04:31_2N04 | 2 MILTON KEYNES CENTRAL | ---- | 04:31 LONDON EUSTON
04:36_2N04 | 4 BLETCHLEY | ---- | 04:36 LONDON EUSTON
04:42_2N04 | 1 LEIGHTON BUZZARD | ---- | 04:42 LONDON EUSTON
04:43_2N06 | 1 NORTHAMPTON | ---- | 04:43 LONDON EUSTON
04:54_2N04 | 1 TRING | ---- | 04:54 LONDON EUSTON
04:55_2N06 | 1 WOLVERTON | ---- | 04:55 LONDON EUSTON
04:59_2N04 | 1 BERKHAMSTED | ---- | 04:59 LONDON EUSTON
04:59_2N06 | 2 MILTON KEYNES CENTRAL | ---- | 04:59 LONDON EUSTON
05:03_2N04 | 1 HEMEL HEMPSTEAD | ---- | 05:03 LONDON EUSTON
05:04_2N06 | 1 BLETCHLEY | ---- | 05:04 LONDON EUSTON
05:10_2N06 | 1 LEIGHTON BUZZARD | ---- | 05:10 LONDON EUSTON
05:18_1Y00 | 1 NORTHAMPTON | ---- | 05:18 BIRMINGHAM NEW STREET
05:19_2N06 | 1 CHEDDINGTON | ---- | 05:19 LONDON EUSTON
Post
Hold
Pend
Clear
New
Copy
Rename
Delete
Edit
Summary
Platform
Audio
Sync
Advanced
Backup
Close

## 3.9.4. ***Editing an Off Line train***

To select a train, manually pick out the train with the keyboard from the selected Master Service list. See the section “List Usage”, p15.

Tip: Note that the user may depart a train in the Master Service by selecting the train and pressing F9. This feature is useful to **mark trains** as unused where it is undesirable to delete the train. The Departed Status will remain when the Master Service is extracted to the Today list.

Similarly the user may post a train from within this list. This little used feature may be useful to post up a Notice in the form of a dummy train by default when the overnight extraction occurs.

To edit the text of a train, see
Train Editing, page 22.

# 4. System Enhancements

## 4.1. Digital recorded Announcements (DRA)

DRA is installed on all Control Room terminals and is primarily processed by the Master Terminal.

## 4.2. Overview

Digital Recorded Announcements (DRA), have been available with Wise for many years, in September 2004 this functionality was extended to include additional features. This are now referred to as "Extended DRA" to differentiate these features from other legacy systems which do not have them.

DRA announcements are provided in two forms :

- Train Announcements - based on the contents of the Wise train records.

All announcements are compiled from scripts, which have been installed with their associated pre-recorded announcements.

Script segments can be mixed and matched as required, enabling announcers to put together their own combinations when needed.

## 4.3. Software

Wise is used to control the main CIS system. DRA announcement capability has been built into Wise giving operators full control of the train records and their associated announcements.

A default script can be configured for use on the system. This will enable new train records to be set more quickly.

All train record announcements can be individually configured when required to allow for connections, bus journeys and other disruption or special circumstances.

Specific details about using DRA are provided in "DRA - Digital recorded Announcements" section 6.

## 4.4. Zones

Stations are divided into announcement zones. Announcements can be broadcast to a single platform zone or a combination of platform zones.

Each zone can be disabled independently by right clicking on the Wise mimic panels on the Status panel.

(c) QSL, Version & Details as per front page

# 5. Emergency & Manual Override

## 5.1. How DRA Responds to Overrides

When an Emergency message is activated by the use of the local microphone, or a Manual Announcement is being made using the local microphone (not through the CIS DRA system), DRA is automatically disconnected from the amplifier.

# 6. DRA - Digital Recorded Announcements

## 6.1. Overview

This section covers all aspects using and editing DRA announcements. No differentiation is made between standard DRA operations and extended DRA functionality.

**Terminology**

**On-Post** - Is the term given to the initial posting of a train announcement. The train will normally have arrived before the train record is posted to the displays. When posted an announcement will be played, and repeated once only. However the operator may over-ride this requirement if they wish in the default script or for specific trains.

**Pre-Depart** - An existing feature of Wise permits 2 additional messages to be played and pre set intervals prior to departure.

## 6.2. Editing Train Records

When a train record is edited in the main Train Record Editor form, any changes to the calling points, platform number or destination will automatically be included in the announcement. Provided that the details are entered correctly (no spelling errors etc.).

See section 6.4 DRA Editor for more information about editing announcements.

The addition of some information such as connections and bus services may require changes to the special announcement scripts for a train record in additional to editing the train display details. See also 6.15 Special Remarks for further details.

Some terms can be used to produce connection announcements as described in 6.3 Bus & Connecting Services.

## 6.3. Bus & Connecting Services

When entering bus connections the following requirements must be followed :

- Terminate the previous list of calling points with a full stop.
- Start the connection by stating the station to change at after the words "Change at".
- After the station to change at enter "for the bus to" for a bus service. Follow the "for the bus to" with a list of calling points.

- After the station to change at enter "for" for another train service. Follow the "for" with a list of calling points.
- Terminate the last calling point in the list with a full stop.

Example train record :

Calling at:
Sunnymeads and Datchet.
Change at Sunnymeads for the bus to Datchet.

Announces as :
Calling at Sunnymeads and Datchet. Please change at Sunnymeads for the bus service to Datchet.

Note : Upper and lower case letters do not effect the scripts.

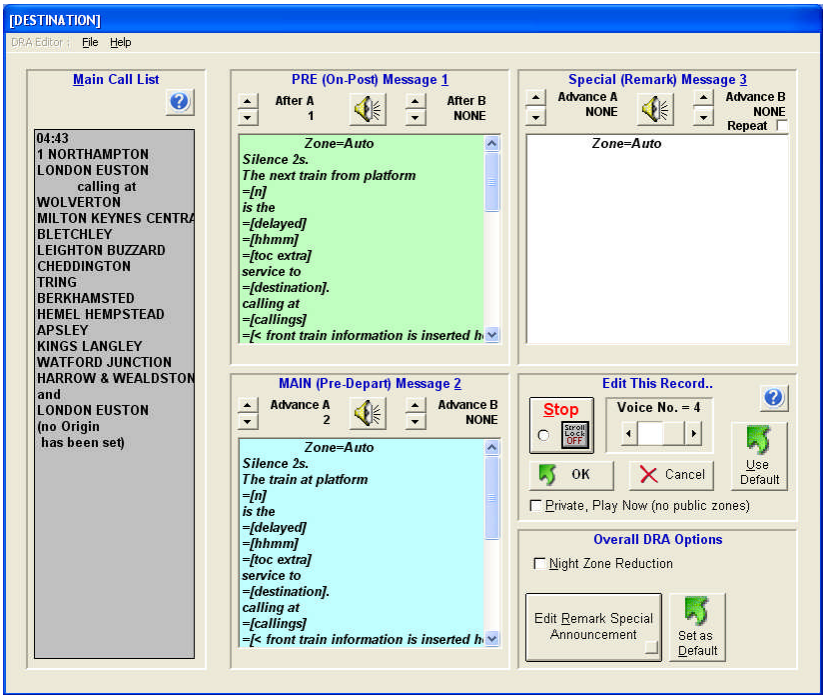
It should be noted that there are various alternative announcements that are selected by entering a specific line of text. Users may also create their own custom announcement phrases by assigning announcements to their own text lines. Supplied combinations include the following :

| **Text Entered** | **Resulting Announcement** |
|---|---|
| For the bus to<br>For the 285 bus to | For the bus service to |
| Change at | Please change at |
| | |
| | |
| | |

## 6.4. DRA Editor

DRA announcements are configured using the main DRA editor form. The DRA editor is opened by selecting a train record and then pressing the space bar or selecting the Audio button on the Today List.

The DRA editor is used to select, customize and play the announcement scripts. A typical screen shot of the form is shown below.




The form is divided into 6 primary panels. These are described in more detail later on in this section.

- Main Call List
- On-Post Message
- Pre-Depart Message
- Special / Remark Message (Scheduled Message)
- Edit This Record Controls
- Overall DRA Options

Clicking any of the **Play** buttons causes the message in the associated script panel to be played immediately, by activating a manual play command. See section 6.8 Manually Triggered Announcements.

**Main Call List Panel** - This list shows the contents of the train record.

When unrecognised calling points or words are encountered they are highlighted in blue and a message box is displayed. To test an announcement click one the script play button to be tested. If an error is found, a message box is displayed to inform the user of the problem that was encountered.

If there are any words in the train list that cannot be identified or played they are highlighted in blue.

Any item in this list can be assigned an alternate announcement script that will be played whenever the word or phrase is encountered again.

For example, an abbreviated "Clapham Junc" can be assigned the same announcement as “Clapham Junction” by double clicking on the highlighted line and assigning the required word, phrase or calling point to the highlighted text.

WARNING : Take care not to re-assign a valid word or phrase or it will cease to work correctly.

**On-Post Message Panel** - This shows the Initial announcement script. The announcement is played on the first posting of the train record. To activate the initial message play use the spin buttons in the top left of the On-Post panel to increment the interval timer to 0 delay before playing. If no play is required on posting the train then set the interval to NONE. If the value is set to a value higher than 0 then the announcement will be played that number of minutes after the record is posted. The spin buttons to the right of the On-Post panel are used to set the intervals for a repeat announcement after posting, should one be required.

Right click the script box to open the Script Selection form. For details on selecting scripts please see section 6.5 Script Selection Form.

**Pre-Depart Message Panel** - This shows the second departure message if required. This announcement can be different from the first and can also by played at two independent intervals. The time interval setting is negative and results in the announcement being played before the departure time by that number of minutes.

Right click the script box to open the Script Selection form. For details on selecting scripts please see section 6.5 Script Selection Form.

**Special / Remark Message Panel** - This is a third message that can be attached to the train record, and works in a similar way to the previous two, except that the time interval applies after the departure time. Typically this would be used for delay messages, cancellations and other special announcements.

This script panel also has a Repeat tick box. This Repeat box is used for messages that need to be repeated more than twice. It is used by setting the interval at which the announcement is to be repeated and then ticking the Repeat tick box. This script panel is also used for schedule messages and repeating scheduled messages, which are explained in more detail later on.

Right click the script box to open the Script Selection form. For details on selecting scripts please see section 6.5 Script Selection Form.

**Edit This Record Controls** - This panel contains buttons and controls that specifically affect the selected record as follows :

- **Stop** - Stops the currently playing message immediately regardless of what is playing or its break points. If the caps Lock is on then the Caps lock button indicate this by being recessed into the stop button. For Scroll Lock information see 6.18 Enabling & Disabling .
- **Voice No** - Selects the announcer whose voice is to be used. Only one announcers voice can normally be used unless multiple announcers have been used.
- **? F1** - Displays hints and tips.

- **Use Default** - This assigns the previously saved default script to this record. The editor is closed so that the default script is saved and assigned to the record.
- **Save And Exit (Esc)** - This saves the script selections with the train record.
- **Abort** - This aborts the editing process without saving any changes that may have been made.
- **Private Play Now** - This option allows the announcement to be played without it being heard by the public. Normally this means of the local PC only.

**Overall DRA Options** - This panel contains buttons and options that can effect all announcement records as follows :

- **Night Zone reduction** - This option will reduce the volume output at designated night time levels. This option is usually only operational on request.
- **Set As Default** - A Default train announcement record can be created from the current record by clicking this button. The default scripts can then be applied to all future records by clicking the **Use Default** button.
- **Copy Script** - This option allows users to make a copy of the scripts for use elsewhere, such as when using the Paste Script button on the Advanced Form.
- **Edit Remark Special Announcement** - All remarks in the remarks list need to have an announcement script assigned to them in order that they can be announced whether added to a record or played independently. This button presents the Remarks Editor Form, see the Special Remarks section for more information.

### *6.4.1. Spin Buttons*

Spin buttons are located above each of the script boxes on the DRA Editor. They are used to determine whether and when automation will launch the playback of the associated announcement scripts.

The Spin Buttons have a range of NONE to 59 minutes in 1 minute steps.

Setting the spin button interval to NONE prevents the script from being played.

Each Script can be automatically played twice independently, at the predetermined intervals set with the spin buttons.

Note that these Spin Buttons only affect Dynamic Queuing. See section 6.9 Queuing Announcements for information on queuing.

### *6.4.2. Default Scripts*

Wise -DRA deploys Default Template Scripts for all records as standard. Note that the Default Script is a template used as a standard format to announce train records.

This script will herein be referred to as the Default Script as the word “Template” (also previously used in reference to Wise scripts as templates) is avoided to reduce confusion with other terminology.

If a default script has already been created and saved, it can be applied to the current record in the DRA Editor by clicking the “**Use Default”** button. When you click this button you will be asked to confirm your selection by clicking an OK button, or cancel the default request. Clicking OK will close the editor and the default announcement script will be assigned to that train record.

You can save the script you have created as the future Default Script. This will apply to all other records that have been set-up to use the Default Script. To save it as the new default select the **Set as Default** button. Only one default can be applied, and it applies to all future records created using the **Use Default** button.

To prevent accidental erasure of the default script, the use of the "Set as Default" button requires password authorisation.

When creating a default record all of the settings on the DRA Editor are assigned to the Default Script. This includes the contents of all three script boxes, the spin button intervals and repeat play settings etc..

A copy of the recommended default script is provided in Appendix A section 9.1 The Default Script.

### *6.4.3. Changing Default Zones*

Normally the playback zone will be selected automatically.

All announcements will be played on the Concourse and in the Subway. Platform related announcements are played on the platform at which the train record is posted. In the script box this default representation is shown as Zone=Auto.

Train announcements will only be played when a platform number has been entered. If a platform number is not available when an announcement is requested a warning message is displayed in the message box on the right hand side of Wise. This will usually be along the lines of “1033 – No Platform” or “1033 had unrecognised info”.

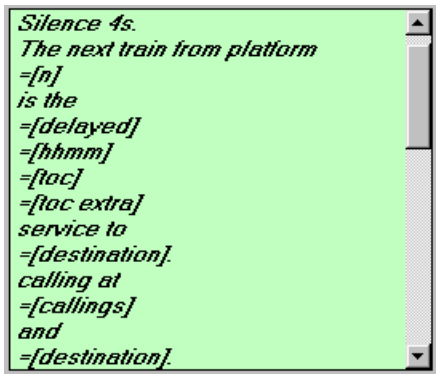
In order to play the message at an alternate platform or other zone the Zone= line should be clicked with the mouse. Once clicked the Platform Change Form is displayed to enable the required zones to be selected. Selected zones appear flat (not a raised button) The Concourse and Subway zones are automatically selected by default, and must be deselected if not required.

See section 6.7 Platform Change / Zone Selection Form for further information on this subject.

### *6.4.4. The DRA Script Box*

The DRA Editor has three Script Boxes, each one is used in the same way to play a specific message at a predetermined interval.

A typical script box is shown here.




See section for further details on selecting zones for playback.

The script shown here is for a standard non-splitting train.

The script lines can be in any combination desired to make up the message. Names with an equals sign in front are variable place holders.

The actual values are extracted from the train record or remark and are announced in their place, or they can be changed manually by the operator when required. A list of the variable names and their use is provided in a later section.

At the top of the script box is a Zone=Auto value which defaults to Auto. Auto results in the announcement being played at the zone entered in the train record (the posted platform, concourse and subway).

Normally the platform number is inserted automatically when the Zone=Auto script line is present. However there may be occasions when a different zone (or combination of zones) may be required. To meet this requirement the Zone= line should be clicked with the mouse. Once clicked the Platform/Zone Change Form is displayed to enable the required zones to be selected. Selected zones appear flat (not a raised button) The Concourse and Subway zones are automatically selected by default. See section 6.7 Platform Change / Zone Selection Form for further information.

### *6.4.5. List of Script Variables*

The following list is provided to help with the identification of script variable names. This list is not extensive. The inclusion of a variable name does not guarantee that the recording will always play, because they must be used in an appropriate context, and especially where the associated data is available to be read from the train record.

This list shows the most commonly used variables, many others are just place holders for optional text.

- **=[n]** - an automatically inserted Platform number or an optional value (such the number of coaches).
- **=[hhmm]** - an automatically inserted Departure Time.
- **=[destination]** - Destination (the last calling point or first calling point with a dot after it).
- **=[callings**] - Calling Point List.
- **=[toc]** - Train operator name (optional).
- **=[toc extra]** - Optional train operator details.
- **=[only]** - place holder for the optional insertion of the word Only.
- **=If([n]~P)**, **=If([n]~M)**, **=If([n]~R)** these identify front, Middle and Rear trains automatically from the Today list status column.
- **=[train size]** - the number of coaches it extracted from the remark line stating the number of carriages.
- **=[{….}]** - items within curly brackets are optional place holders or lines of text which can be selected and inserted suit operational needs.
- **=[delayed]** - marks the location where the word Delayed is inserted automatically when a record is delayed.

Many of the other variable names are just place holders that are used to identify where the operator needs to insert station names, messages or other text. They will all start with =[. These can easily identified by clicking on the **=[…** line in the editor window. When the script selection form opens it will show the respective line in the selection list.

Where there are several alternative lines that the announcer can add to the announcement script they are shown in curly brackets. For example :

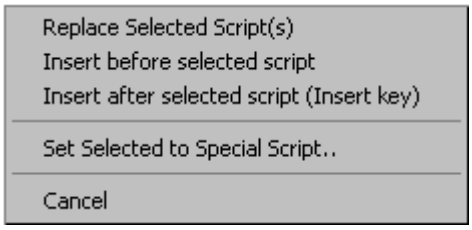
"Please purchase your ticket from the" "**{guard}**", "**{conductor}**", "**{ticket office}**".

In these cases only one would normally be selected, but multiple combinations may be used when required. You can select multiple lines by either :

- Holding down the control key and clicking the each line required.
- Or by holding down the shift key and pressing the up and down arrows to select a block of text.

### *6.4.6. Editor Popup Menu*

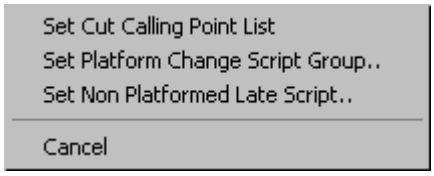
When a script box window is right clicked the following popup menu appears. It is used to insert newly selected scripts into the appropriate area of the script box.




Once an option is selected it is implemented immediately. The first three options will open the Script Selection Form to enable any selected script lines to be inserted into the script box at the requested position.

If the **Set Selected to Special Script** option is selected, a further popup is presented as shown below. This is for use by advanced users only and should not be used unless you fully understand the implications involved. Access to these options may require a password to prevent accidental use.

Before any of these additional options are actioned the user is given a chance to cancel or confirm the action requested.




**Cut Calling Point List** removes an item from playing when found in the announcement list.

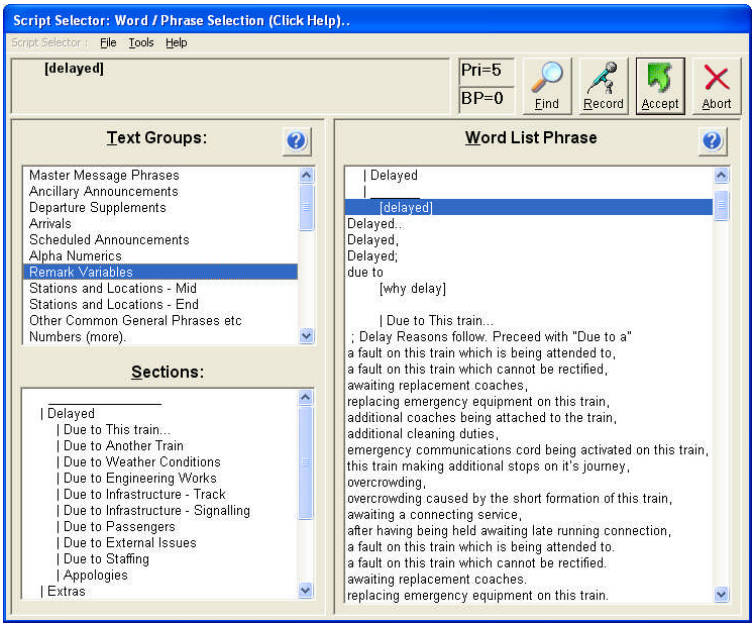
**Platform Change Script Group** sets the selected text to replace the existing script used to make a platform change announcement.

**Non Platformed Last Script** sets the script used for announcing a late train that has no platform number assigned, normally no announcements can be made without a platform number.

## 6.5. Script Selection Form

The Script Selection form is opened from the main DRA Editor or the Remarks Editor form. To select a script, phrase or word to insert into a script box on the main DRA Editor, left click the mouse in the script box that you wish to edit. It is important to select the location in the box at which the script is to be inserted, otherwise any existing text on an existing line where the cursor is flashing may be overwritten by your new selection.

A typical screen shot is shown below.




To help find the script that you require, scripts have been broken down into **Text Groups**. Each Text group has one or more **Sections** that refer to a script, usually this will be the first line of the script block, a phrase or a word.

To select a script :

1. Select the appropriate **Text Group** in which your required script is enclosed.
2. Then look in the **Sections** list box for the first line of the script that will match your requirements.
3. Next click on it to select it.

The full script or phrase will be shown in the right hand **Word List Phrase** box. Check the script content to be sure that it contains all the options you are looking for. Note that the scripts also include optional text (within { } curly brackets) and special variable names. If the full line is not visible click on it to display it in the information box at the top left of the form.

The script priority is shown at the top of the form as Pri=? Where the question mark represents the priority number (usually between 1 and 7).

The BP= value beneath the priority value is the Break Point indicator. When BP=0 there is no break point at the end of the selected line. When BP=1 there is a break point at the end of the line. See section 6.9.3 Priorities & Break Points for more information on break points.

Variables usually start with an equals sign, hence =[n]. They are used to represent words and numbers that can change from one announcement to the next, such as destinations, calling points and platform numbers. They are be used in various ways in

both standard and custom scripts. When an announcement is played the variable name is replaced by the appropriate announcement that it represents. In many cases it may be necessary for the operator to manually select the text replacement for these when they are required.

Once you have found the script you require highlight all of the lines that you wish to insert, then select the Exit & Store (Esc) button.

When you return to the main DRA editor you will see the lines that you selected, they have been inserted into the script box at the last cursor position.

**Buttons**

In addition to the Script Selection lists, the form has several buttons :

**?** - Displays help hints and tips for the associated panel.

**Abort** - closes the Script Selector without changing the original contents of the calling editor form.

**Accept** - Returns any selected text to the calling editor form for insertion into the appropriate script box.

**Record** - This button opens the custom recording form. The form is used to create custom announcement. See section 6.14 Custom Announcement Recordings & Playback for further details on this subject.

**Find** - This button presents a prompt box in which a word or phrase may be entered to search the current word list for the first occurrence of the word in the list. The search only applies to the currently selected text group. Repeat the Find operation for each group.

## 6.6. Split Trains

Split train records are identified by the Front/Middle/Rear settings applied when setting the platform numbers using the Platform Change Form (see also section 6.7 Platform Change / Zone Selection Form).

A new script type has been introduced called an “Audio Picking Conditional Script”. It is a script that acts like a variable using the FMR from the platform number as the basis of the conditional actions. The script handling allows the selection of these conditional script line additions.

Thus, for single split platform trains, the Front/Middle/Rear platform assignment will be used based on the existing Today List platform status letters of P=front, M=middle and R=rear.

In the scripts (see 6.5 Script Selection Form) there will be conditional sections similar to the following :

"IF(VPN2~R){"
*the conditional scripted audio*
*more conditional scripted audio*
“}”.

In this example, the *conditional scripted audio* items will only play if VPN2 (the pre-existing QSL DRA script code for a platform number with second inflection) contains the letter “R”. Thus, the *conditional scripted audio* items would be expected to contain phrases such as “Join the rear four coaches for the service to…”.

Each of the scripts have been entered into the recommended default script so that they are activated whenever they are needed rather than an operator having to manually select them each time.

Note : Operators are not required to enter these codes, but merely need to recognise them and select the scripts that they require.

See also 6.3 Bus & Connecting Services.

## 6.7. Platform Change / Zone Selection Form

The default zone selection is Zone=Auto (indicating play on the platform, concourse and subway).

Multiple zones can be selected by clicking on the Zone= line to display the platform change/selection form shown below. Once multiple platform are selected they are shown on the zone= line as follows.

- Zone=S,C - plays on the concourse and subway only.
- Zone = 1,2,3,4 - plays on these platform numbers only.

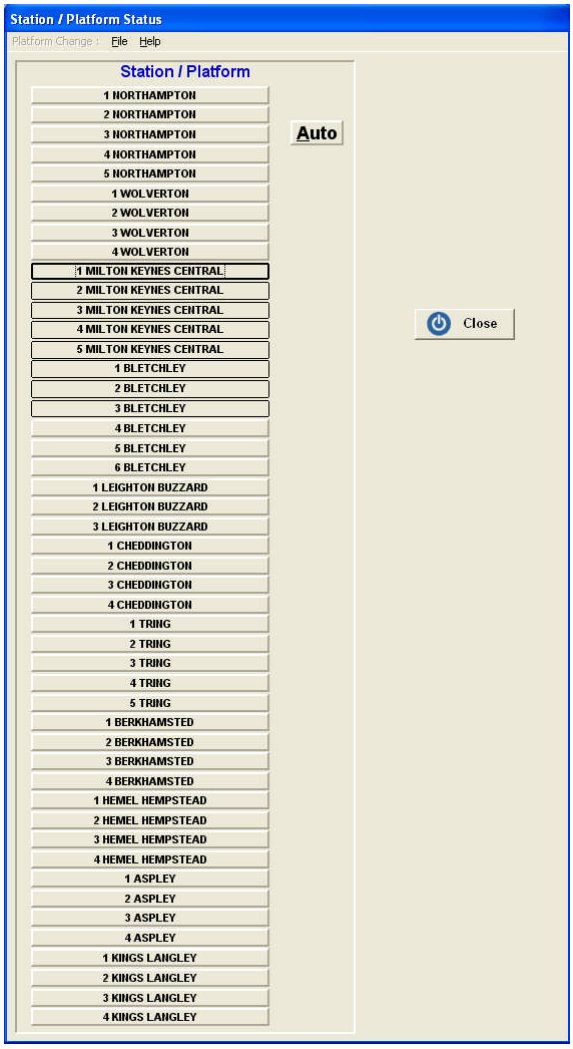
The Zone Change Form is shown here. It is similar to the Platform Change form. It is used to direct output to the platform required, and the concourse and subway.

When used with the DRA the platform buttons can be used to select multiple playback zones.

Unselected playback zones are shown as raised buttons. Buttons that are flat (not raised) indicating that the zones have been selected for playback.

The concourse and subway buttons are selected by default.

Repeated clicking on buttons toggles the settings on and off.



## 6.8. Manually Triggered Announcements

Trains can be selected and announced manually as described below.

They will be added to the Queue ready to be played in sequence after any other items that may already be in the queue with the same or higher priority. Items with lower priority will be aborted at an appropriate break point (if there are any assigned to the script). The break may be immediate depending on the priority setting that was pre-assigned to portions of the script.

To play an announcement manually, select the train to be announced and choose one of the following methods :

**While using the editor**, press the space bar to display the main DRA Editor form. Then select the Play button above the script that is to be used for the announcement. Note that if changes have been made to the script without being saved the announcement may not be made exactly as expected. It is recommended that any changes are saved first.

**For rapid announcing**, press the character associated with the announcement required. Note that these characters are all neatly arranged adjacent to each other above the numeric keypad on a standard keyboard.

- "**/**" - Slash for On-Post announcements.
- "*****" - Asterisk for On-Depart announcements.
- "**-**" - Hyphen for Special announcements.

Announcements can also be stopped manually by either pressing the Scroll Lock key or the Break / Pause key. See the section on 6.18 Enabling & Disabling Audio Playback for further details.

Manual announcements take precedence over all automatic scheduled announcements, which will be ceased immediately if playing whenever a message is posted manually.

## 6.9. Queuing Announcements

This section handles Automated Placement of Audio Records in the Queue and how that is affected by manually triggering announcements.

Announcement Queuing includes the following elemental rules :

- Announcements will not automatically be queued after the applicable train departure time.
- Announcements will be automatically suppressed if they exit the queue after the train they are associated with has been "departed" (cleared).
- Any announcement that exits the queue after the departure time of the train it is associated with, are suppressed (regardless of whether or not the train has been "departed").

The following points should be noted :

Audio Records are normally inherently bound to the Train Display records but can exist independently as Scheduled Announcement records.

Announcements are automatically queued as scheduled depending on the automatic mode selected, but can also be queued manually. This is described in detail next.

### *6.9.1. Queue Types*

There are 2 major Queue Types as follows :

**Priority Queue**

Manually Launched Announcements are given higher priorities that their automatic play priority and are always played out in LIFO sequence (Last In, First Out). They do not adhere to usual Prioritisation Rules, as any manually launched announcement are presumed to be at the specific request by the operator.

**Dynamic Queue**

Automatic Announcements launched to schedule are placed in a Dynamic Queue. It is dynamic because this queue is dynamically altered and relocated subject to normal train amendments or movements.

Automatically launched announcements adhere to Prioritisation Rules as specified if section 6.9.3.

### *6.9.2. Dynamic Queue Control*

In Confirm Mode or any of the higher Automated modes, Audio Records (Train and Scheduled Announcement records) will automatically launch or queue themselves in the Dynamic Queue as follows :

- Depending on the individual train record having up to 4 announcements activated (2 x On-Post and 2 x Pre-Depart), records can use the Default Template to determine these 4 announcements (or they can be set individually for each record). See also section 6.4 DRA Editor.
- Depending on the overriding mode settings in the Mode box. It can be used universally to enable or disable all On-Post and / or all Pre-Depart announcements. See also section 6.17 Mode Box.

### *6.9.3. Priorities & Break Points*

Priorities are set automatically by Wise when an announcement is added to the Queue. Manually triggered announcements are given higher priorities than the automatic and scheduled announcements. This ensures that operators can trigger urgent announcements that they want to play immediately rather than having to wait for them to move up the queue.

The priorities are set out in the following table.

| Priority Value | Type |
|---|---|
| 1 | Manually Triggered Train Announcement (of any type) |
| 2 | Platform Alteration |
| 3 | Cancelled Train |
| 4 | Departure / Automatic Train Announcements |
| 5 | Delayed train |
| 6 | Manually Triggered Scheduled Announcements |
| 7 | Scheduled Announcements |

Priorities range from the highest priority 1 to the lowest 7.

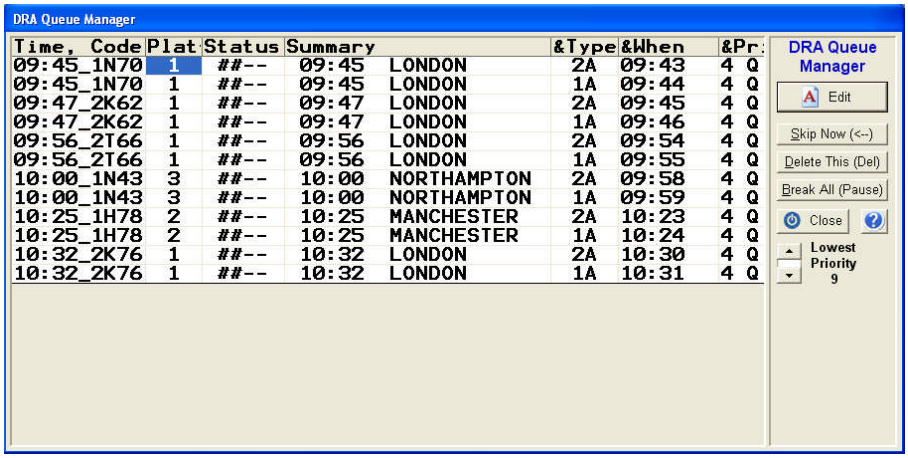
Announcements with lower priority values (higher priorities) are moved up the queue to their appropriate position in the queue. Announcements will be played according to their priority value and after any other announcements in the queue with the same priority, but before those of lower priority value.

Break points are used when the number of announcements being made exceed the amount of time required to play them. When congestion or a higher priority causes a request for a lower priority announcement to terminate, the lower priority announcement will run to the next breakpoint before terminating.

## 6.10. Queue Manager

The Queue can be viewed and managed by clicking the **Q** button on the Today list (usually on T3 the DRA terminal) or by using the keyboard shortcut Alt+Q.

A screen shot of the Queue Manager Form is provided below.


DRA Queue Manager
Time, Code Plat Status Summary &Type &When &Pr
09:45_1N70 1 ##-- 09:45 LONDON 2A 09:43 4 Q
09:45_1N70 1 ##-- 09:45 LONDON 1A 09:44 4 Q
09:47_2K62 1 ##-- 09:47 LONDON 2A 09:45 4 Q
09:47_2K62 1 ##-- 09:47 LONDON 1A 09:46 4 Q
09:56_2T66 1 ##-- 09:56 LONDON 2A 09:54 4 Q
09:56_2T66 1 ##-- 09:56 LONDON 1A 09:55 4 Q
10:00_1N43 3 ##-- 10:00 NORTHAMPTON 2A 09:58 4 Q
10:00_1N43 3 ##-- 10:00 NORTHAMPTON 1A 09:59 4 Q
10:25_1H78 2 ##-- 10:25 MANCHESTER 2A 10:23 4 Q
10:25_1H78 2 ##-- 10:25 MANCHESTER 1A 10:24 4 Q
10:32_2K76 1 ##-- 10:32 LONDON 2A 10:30 4 Q
10:32_2K76 1 ##-- 10:32 LONDON 1A 10:31 4 Q
DRA Queue Manager
Edit
Skip Now (<--)
Delete This (Del)
Break All (Pause)
Close
Lowest Priority 9

Items are added to the queue automatically when they are due to be played and then removed after they have been played. The area to the right of the list is where the Edit and Delete buttons are shown is reserved for prompts (i.e. context sensitive prompts displaying information as the mouse is moved over areas of the form).

Records may be edited at any time up to the point when they are about to be played.

If an item is launched multiple times (whether manually or automatically), it will appear multiple times within this list accordingly.

- Columns 1 to 4 - Many of the train record details are repeated in the first four columns of the queue manager window. **Time**, **Code**, **Stat**, **Summary**.
- Column 5 - The **Type** column shows the message number On-Post messages are 1A and 1B, Pre-Depart are 2A and 2B. Special Announcements are 3A and 3B. The Scheduled Announcements are shown as the number of times that they are going to be played.
- Column 6 - The **When** column is the earliest time at which the announcement is going to be played. If now appears then it is about to be played next.
- Column 7 - The **Priorities** column shows the highest priority associated with the item to be played.

### Editing Records in the Queue

Train records and scheduled items can be amended directly from the Queue Manager by first selecting the record and then either :

- Clicking the Edit button.
- Pressing the keyboard Enter key.
- By double clicking the record on the form.

Editing works in the same way for the Queue as it does for the Today list and Master files.

Editing from the Queue manager form (Today List), will cause the Queue Management Form to be hidden and the relevant train record or scheduled

announcement will be highlighted so that all normal editing functions can be applied.

Normal Editing includes: Record deletion, Addition of delays, Cancellations, Other remarks, Script changes, Manipulation of the automated playout timing (including move or removal of each of the 4 playout times. For more information on editing see section 6.4 DRA Editor.

**Skip Now (←)**

The skip button forces the currently playing announcement to stop playing. It is then removed from the queue.

**Delete This (Del)**

After selecting the desired record in the Queue Management Form, pressing the Delete key or clicking the Delete button will cause a Queued item to be removed from the list.

**Break All (Pause)**

This option stops all playing announcements and clears the queue.

**Escape**

Closes the queue manager form.

**Lowest Priority**

The scroll bar is used to set the lowest priority that can be queued. This can be useful when limiting the number of messages that can be played. No messages with a lower priority (higher value) than that shown beside the slider will be queued and will not therefore be played automatically.

They can still be triggered manually, because manually triggered train announcements are priority 1 (the highest priority).

**Number of Queued Items**

The Queue Form displays all trains in the Priority Queue and up to 20 Automated (including Scheduled) Announcements that are waiting to be played in the Dynamic Queue. If there are more than 20 Priority Queue items, the list will show all Priority Queue items only. If there are less than 20 Priority Queue items, the list will show 20 items being all Priority Queue items followed by the remainder up to 20 from the Dynamic Queue. For example, if there are 3 Priority Queue items, this form will show the next 17 Dynamic Queue items.

## 6.11. Delay Announcements

When a delay is activated the script is modified. The =[Delayed] variable is followed by the _Delayed word (this announces as "Delayed") when played back. The line =[why delay] is the place holder near the end of the announcement where a reason for the delay can be added if one is required.

The process for setting up a remark announcement is described in section 6.15 Special Remarks.

## 6.12. Cancellation Announcements

When a train is cancelled the train announcement will be queued at the required priority, and played as soon as the queue permits.

The process for cancelling a train is unchanged from the use of Quick Remarks. See section 6.15 Special Remarks.

Wise will play the appropriate announcement as set out in the scripts provided.

This is the suggested Cancellation sequence.

1. Assigned a cancellation script to the Special Messages script box using the DRA Editor.
2. Cancel the train by adding the Cancellation Remark using Quick Remarks F12.
3. Then either post the train to initiate an automatic announcement when the priority and queue permit, or if already posted or it needs to be played immediately, trigger the message manually.

## 6.13. Platform Change Announcements

Platform changes are announced on the Concourse, Subway, Old Platform and the New Platform. A platform change message will only be played for a previously posted train.

Trains that have a platform number but are still pending will not generate a platform change announcement.

The process for setting up a remark announcement is described in See section 6.15 Special Remarks.

## 6.14. Custom Announcement Recordings & Playback

Custom messages can be prepared by either selecting script segments from those available to create the required message or by recording a special Custom Announcement that can be stored on the DRA subsystem as follows.

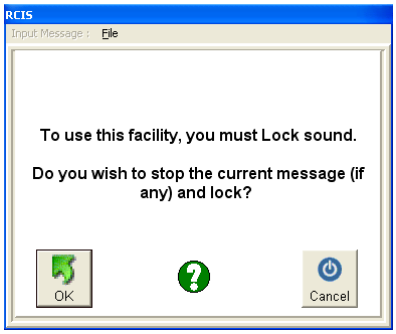
For Custom Announcements, a microphone has been supplied at the announcer position to enable custom announcements to be recorded and saved on terminal T3. These custom recordings can then be scheduled for playback in the same way as any of the standard announcements.

Up to 10 Custom Announcements may be recorded for use in this way.

### Access

See section 6.5 Script Selection Form for a screen shot of the form. The button used to access the Operator Recoding Form is labelled “Custom Audio” and is located at the top right of the Script Selection Form. After clicking “Custom Audio”, the user can either preview and select an existing announcement or create a new announcement.

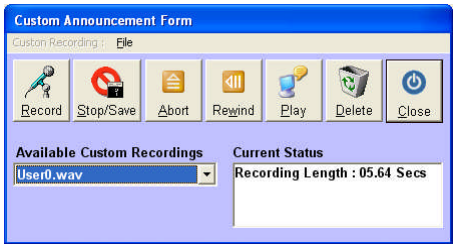
It is important to remember that only one sound operation may be undertaken on the system at a time. For this reason the automatic announcements are disabled while the recording form is open. A warning message is provided to remind the announcer about this situation.




### Recording

Announcers will have the ability to record up to 10 announcements. Each recording may be up to 60 seconds long.

The Operator Recording Form is shown here.




The form enables the selection of the 10 custom announcement files from the drop list provided.

The recordings correspond to the User Scripts found in the DRA Script Selection Form.

Custom Announcements can be :

Attached to train records, treated like a remark or as a scheduled announcement.

The recording process is quite straight forward, just follow these steps :

1. Select the announcement file to record to from the drop down list. The text line below will inform you if it is blank or is already in use.
2. If you want to preview a file before deleting it, click **Play**.
3. If the file is in use and you want to record over if click **Delete File**.
4. To start recording click **Record**. While recording the size of the announcement file is shown below the drop down box in seconds.
5. Speak into the microphone and when finished click **Stop / Save**.

The **Volume** button is used to display the Recording Volume control. In many cases this button may be disabled when the recording level has been manually set by an engineer.

A Rewind button is provided in case the recording does not rewind to the start after it has been stopped during play. In most situations the recording should automatically rewind to the beginning.

Note : When activating this form, all announcements will temporarily be paused at the end of the current announcement, so that the sound card is available to record and review new announcements.

When this Custom Announcement Form is closed a popup message appears to remind to announcer that the audio should now be reactivated, by pressing the Scroll Lock key.

**Play Back**

Once saved the Custom Announcement can be selected using the Script Selection Form and DRA Editor in the same fashion as any other scripts are handled.

The script references are located under

Text Group : ***Ancillary Announcements*** –
Section : ***User Scripts*** –
They are at the bottom of the ***Word List Phrase*** box.

## 6.15. Special Remarks

DRA Remarks are set in the same manner as Text Remarks in Wise are assigned by use of the F12 key (“Quick Remarks”). The use of quick remarks activates a special procedure that inserts and/or replaces text within the announcement scripts.

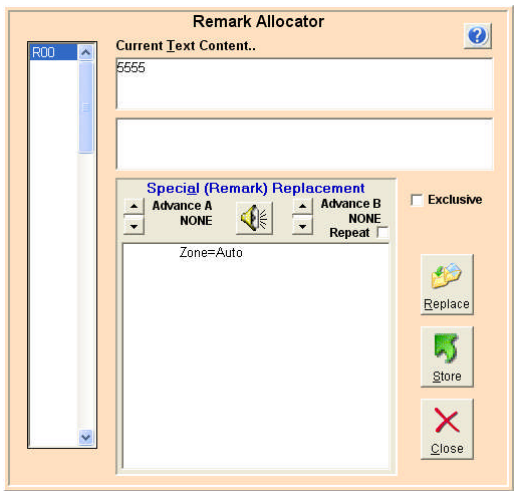
Remarks are used to identify Delays, Cancellations, Platform Changes, Front, Middle, Rear portions, number of coaches, services etc.

The DRA interacts by adding an Audio Remark at the same time as a textual remark is added by the user. However each remark must have an audio track assigned to it.

The Remark Allocator form used for adding and editing the audio remarks for association with Quick Remarks is shown here.

This remark editor is accessed by clicking the "Edit Remark Special Announcement" button on the main DRA Editor form. See section 6.4 for a screen shot of the DRA Editor.

Hotkeys: Alt+R to access to form from the DRA Editor. The Remark form buttons as per underlined characters on the buttons are shown here in the screen shot.




All the current remarks set up by the operators are listed in the left hand list box. They are numbered from 0 to 99. When one of these remarks are clicked the description of that remark is displayed in the Current Text Content boxes.

Each remark should have an audio script assigned to it, otherwise no announcement will be played when the remark is added to the record.

An announcement script is added in the same way as editing the main train record script. Click in the DRA content box at the position in which the announcement is to be added.

Once the script has been selected click Store to save it.

To replace the existing script(s) click the exclusive tick box, this will erase any previous scripts with the new script. You should ensure that the new script includes all of the script lines required for the announcement.

Where an automatic replacement variable is used such as inserting the word delayed. The Replace button should be clicked to select the Variable line =[Delayed] and the work to be included in this situation Delayed,. Click the Store button to save the selection.

Hence the script box will contain :

Zone=Auto

=[Delayed]_

_Delayed,

Hence when a delay is applied to a record and the existing announcement script contains the line =[Delayed], then the lines above replace the =[Delayed] line, effectively inserting the word Delayed at that point so that it is announced when the announcement is played next.

d

## 6.16. Group Selection

To permit group disabling of audio announcements, Wise has been configured to permit the grouping of trains by head code. This enables the simplest selection of Mainline and/or Suburban trains for group enabling / disabling of announcements.

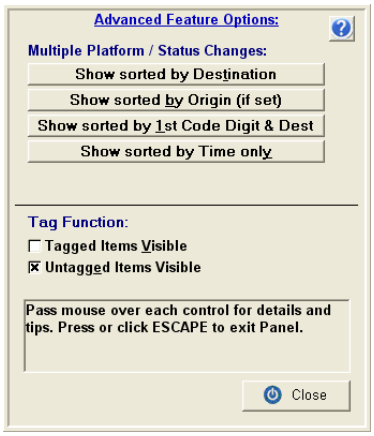
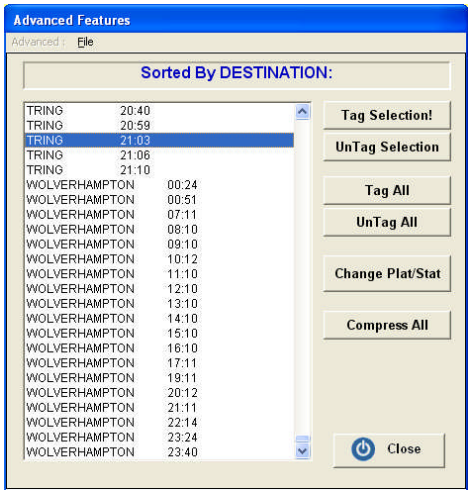
For this grouping to be useful, Mainline Trains must be (as normal) identified by head codes starting with a 1 and Suburban Trains starting with a 2. Other trains, such as ECS, typically have their first digit of the head code as 5.

This will make use of the existing “Advanced” Wise sort menu (previously used for sorting by destination or origin, and was used primarily for group platform changes only).

This method of selecting trains for enabling and disabling provides the advantage of maximum flexibility and integration with existing Wise functionality. Any train can be treated independently when Enabling or Disabling announcements. Additionally, trains can be grouped by destination or origin for Enabling or Disabling of announcements.

This method also has the advantage of being able to group and enable audio for future dates by using this same “Advanced” menu feature from within the Master Files as well.

The following screen shots detail the process of accessing, selecting and sorting the train records using the Advanced form.

| Access (from Today’s List) | Selection (showing hover prompt in blue text within in the black outline below) | Sort List (showing a sample selection of trains starting with head code digit “2” and how to disable audio announcements).. |
|---|---|---|
| |  |  |
| Hotkey : Alt+A | Hotkeys: Alt+1, Escape | Hotkeys: Alt+E, Alt+D, Escape |

Once grouped, Wise allows multiple record selection functionality for switching on or off announcements in groups as shown above and further detailed below.

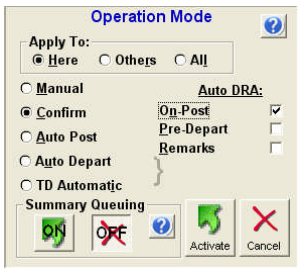
The operator can Enable or Disable Audio announcements as follows :

- All automatic train announcements - by changing the On-Post and Pre-Depart settings in the Mode form.
- Announcements for individual trains - These can be changed using the DRA editor.
- Use of the Advanced Form to group automatic train announcements separately for “Mainline” and “Suburban” services, or combinations of these as independent trains or blocks of trains as described in above in this section.

Changes to the announcements can be made in the Master Timetable for regular and permanent announcements or to the Today List for temporary and one off announcements.

## 6.17. Mode Box

The tick boxes in the Mode box control all On-Post and Pre-Depart messages. They are used the primary control to enable and disable these specific message type. Clicking the tick box to on enables them and un-ticking them disables all playback for those types of messages.




This screen shot shows the "Auto DRA" Mode controls on the right hand side of the Mode box. This feature is used to turn on and off all automatic DRA announcements.

Hotkeys Keys: Ctrl+F5 to access the Mode box.

Alt+N toggles the tick on/off for On-Post Announcements.

Alt+P toggles the tick on/off for On-Depart Announcements.

Alt+R toggles the tick for the Remarks and Scheduled Announcements.

See the underlined characters in the adjoining image for other available hot keys.

## 6.18. Enabling & Disabling Audio Playback

There are several ways to enable and disabled audio playback.

- From the DRA editor stop button.
- Pressing the keyboard Scroll Lock key.
- Pressing the Pause / Break key
- Using the Mode box tick boxes.
- Right clicking on the status bar mimic panels.
- Selecting the Private Play option.
- Selecting the DRA Editor spin buttons to NONE
- Creating a Cease-Play record for Repeating Scheduled Announcements

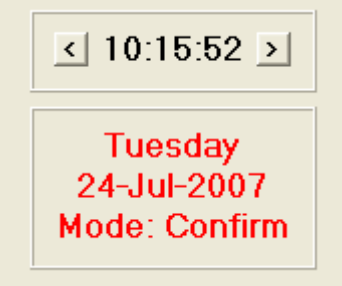
These are described in more detail below.

### From the DRA editor stop button

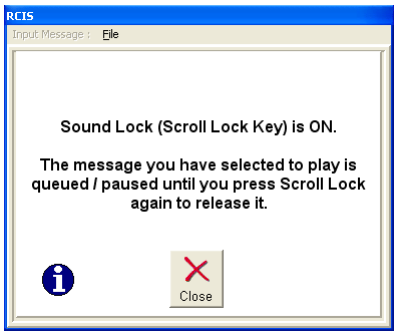
The Stop button on the DRA editor is used to stop the current message playing immediately regardless of what is playing or any break points. If the Scroll Lock is on then the Scroll Lock ON message on the button indicates this by being recessed into the stop button. When the Scroll Lock is off the message sites on top of the button.

### Pressing the keyboard Scroll Lock key

The Scroll Lock key stops all audio play immediately and halts all further announcements until the Scroll Lock key is released by pressing the Scroll Lock key again. When the scroll lock is set to ON the keyboard LED will be lit to indicate that it is locked. Wise also provides an indication of this status by turning the date beneath the Global Options panel red shown below.




If any attempt is made to play an announcement a warning message is displayed on the screen to remind the operator that the scroll lock has been enabled. The message box is shown below.


RCIS
Input Message : File
Sound Lock (Scroll Lock Key) is ON.
The message you have selected to play is queued / paused until you press Scroll Lock again to release it.
Close

This is most useful when a manual / public announcement is about to be made or during Emergency situations when it is necessary to block all DRA output for an extended period of time.

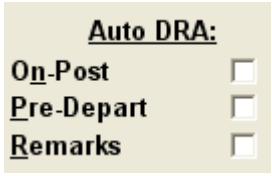
**Pressing the keyboard Pause / Break key**

The Pause / Break key stops the current announcement immediately and clears any announcements in the Queue. This is most useful when the operator wants to clear the queue or stop an erroneous announcement from playing. It is a temporary action only which only effects the currently queued announcements. They will not be added back into the queue immediately, but will still be played when they become due.

**Using the Mode box tick boxes**

The Auto DRA tick boxes in the Mode box, control all On-Post and Pre-Depart messages. They are used as the primary control to enable and disable these specific message types.

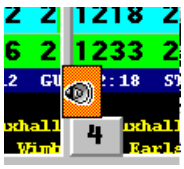
Clicking the tick box to ON enables them and un-ticking them disables all playback for those types of messages. Hence to stop all Remarks / Special Notices / Scheduled Announcements from playing, simply un-tick the Remarks box on the Mode form.




When a platform zone has been disabled a crossed out iconic speaker is displayed over the mimic panels platform number.

No icon is shown for enabled platform zones.

When a message is playing on a platform zone a speaker appears above the mimic platform number to indicator the platform message that is currently being announced.




**Selecting the Private Play option**

The Private Play tick box is located on the main DRA Editor form.

When the play “Private” tick box is ticked the operator can hear a preview of an announcement without it being broadcast to the public. This message playback will be directed to the headphones only rather than directed to the amplifiers.

If activated whilst another announcement is playing, any current announcements will not be interrupted. The private announcement will be queued at the next highest priority, and will be played when the queue and the priority permit.

Private play does not activate any zones. This ensures that playback does not occur at any of the public areas, however output via the headphones is un-effected by the private play status.

### Setting the DRA Editor spin buttons to NONE

This item has been covered in section 6.4.1 Spin Buttons. Setting them to none prevents announcements being made automatically.

### Creating a Cease-Play record for Repeating Scheduled Announcements

This item has been covered in section **Error! Reference source not found. Error! Reference source not found.**.

# 7. Error & Warning Messages

Several error messages are used that are specific to DRA announcements. Like most of the Wise error and information messages. They are distributed to other control room computers.

Urgent & High Priority messages will appear in both the popup message box and in the information box to the right of the Wise window.

All messages of lesser importance and those that are for information only, are only displayed in the information box above the Global Options panel to the right of the Wise window.

All error messages appearing in either message box are automatically written to the log file, along with any status messages and other log file data that is not automatically displayed.

For further details about the Log Files and accessing the log file contents please see the appropriate sections in the main Operators Manual.

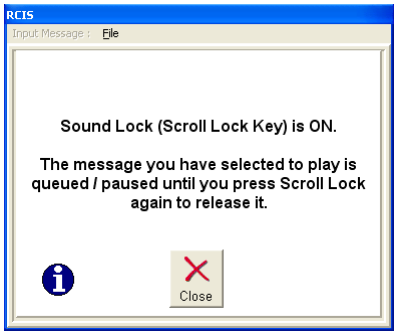
Some of the common messages and their meanings are as follows :

The selected train record shown in the calling point list of the DRA Editor form has unrecognisable words or phrases in it.

This message can also appear when activating manual message play.

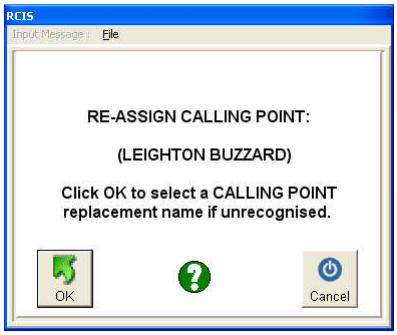
In many cases a miss-spelt word is the cause of this error message.

It is usually still possible to play the announcement. However the announcement may pause briefly at the unidentified word or phrase.


RCIS
Input Message : File
Sound Lock (Scroll Lock Key) is ON.
The message you have selected to play is queued / paused until you press Scroll Lock again to release it.
Close

This message is presented whenever the Scroll Lock has been activated on the PC. It is intended as a reminder to the operator of the current Scroll Lock status.

It should be noted to effect the DRA announcements only the scroll lock on the announcement computer has any effect on DRA.

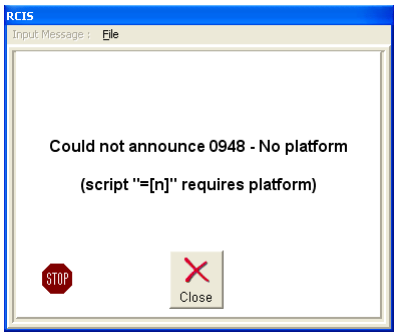



This message is presented whenever a user click on blue highlighted item in the calling points list of the DRA editor.

Select OK to change or assign an announcement that is to be made when that word or phrase is encountered in future. The Script Selection form is presented for this selection process.

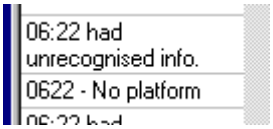
Select Cancel if you do not wish to proceed.

Normally you should not change the original default announcement.




This message is display when a user attempts to play an announcement without assigning a platform number.

The error box is only display when the script contains the =[n] (insert platform number mark-up). Scripts without the =[n] will play normally.




"Had unrecognised info" is displayed in the message box when there are words in an announcement that Wise cannot identify. The train time is also shown to help identify the train record that could not be played.

"No platform" is displayed when a train record is posted without a platform number assigned to it. No announcements are made. The train time is also shown to help identify the train record that could not be played.

# 8. Common Questions & Answers

1. **Q) The train record was posted but there are no announcements.**

Check that the Auto DRA settings are enabled in the Mode box.

Check that there is a script selected in the DRA Editor.

Check that the play interval is set to 0 (zero) or greater.

Check that the Scroll Lock key on the announcers terminal is not ON.

Check that the Private Play tick box is un-ticked on the DRA Editor.

Try manually triggering the announcement.

If it still does not play, try a different train record before calling the station maintenance engineers.

**Q) What does "1033 – No Platform" mean.**

An announcement could not be played because the platform number had not been set. The time signifies which train cause the message to be displayed.

**Q) What does "1033 - had unrecognised info" mean.**

An announcement could not be played due to words or phrases that are not in the list of recorded words and phrases. The time signifies which train cause the message to be displayed.

Look in the DRA editor for the list of calling points etc.. on the left had side. See section 6.4 DRA Editor for more details on this.

Check spelling and validity of the entries.

**Q) What does "Zone Server Not Responding" mean.**

The connection with the Zone Controller PC in the Station Office has been lost.

First reboot terminal T3, if the message returns (approx 1 minute later), call the maintenance engineers, who will investigate the further.

# 9. Appendix A

## 9.1. The Default Script

The recommended default script is provided below. If the script is accidentally overwritten by a user then it will be necessary to re-build the script as shown here. A backup copy is often left on the hard drive during testing and it may be possible for a maintenance engineer to recover the backup copy for use at the station.

See also 6.4.2 Default Scripts for details on how the script is used.

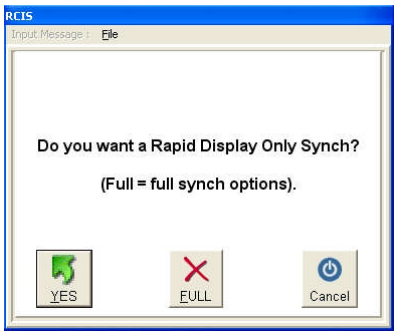
```
Zone=Auto
Silence 4s.
The next train from platform
=[n]
is the
=[delayed]
=[hhmm]
=[toc]
South West Trains,
=[toc extra]
service to
=[destination].
calling at
=[callings]
=[< front train information is inserted here >].
=IF([n]~P){
This train is formed of the
=[train size]
coaches furthest from the ticket barier}.
=IF([n]~M){
Join the middle
=[train size]
coaches for
=[destination] }.
=IF([n]~R){
Join the
=[train size]
coaches nearest to the ticket barrier for
=[destination] }.
=[< connection items are inserted here >].
=[< ancillary announcement items are inserted here >].
Platform
=[n]
for the
=[delayed]
=[hhmm]
South West Trains,
service to
=[destination].
```

## 9.2. Using Quick Synchronisation

On terminal T1, select a record above the earliest posted train and then click the Sync button.

When the Sync button is clicked a message box will be displayed, prompting the Operator for instructions. The message asks

***"Do you want a rapid sync ?"*** - Yes, Full or Cancel.




- **Yes** - Starts the Quick Sync.
- **Full** - Displays the next message box, see the user manual for more information about starting a full sync.
- **Cancel** - Aborts any further action.

The Quick synchronisation only updates the currently posted records and clears those that are not posted. This ensures that all PC's will be showing the current data.

Synching does not effect Pending train records. If pending trains are not showing when summary queuing is turned on. Wait until the "sync complete" message has been displayed, then turn queuing off for between 5 and 10 seconds and then turn it back on again. This will sort out the pending trains and display them on all monitors.

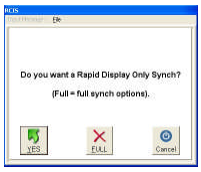
If the Pending and/or Arriving train records need to synchronized then it will be necessary to perform a Full Sync.

## 9.3. Full Synchronisation

### *9.3.1. Overview*

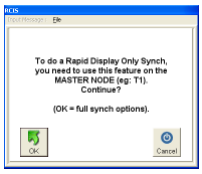
A full synchronisation is normally only required when a PC has been disconnected from the system or turn off for a significant period of time. It is advisable to start the sync from a point before the PC was disconnected. If the PC has been off all night then the start the Sync from the top of the today list.

There are number of popup boxes presented to the operator to help them select the appropriate synchronisation to use. These include the following :




This box only appears on the master PC. See the previous section on Rapid Sync's for more information.

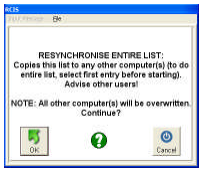
If you select **Yes** for Rapid Sync then no further boxes are displayed, and the Rapid Sync is actioned immediately.


To do a Rapid Display Only Synch, you need to use this feature on the MASTER NODE (eg: T1). Continue?
(OK = full synch options).
OK
Cancel

This box appears on all non master PC's when the Sync button is selected.

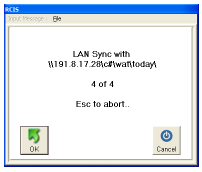
Click the **OK** button or press the enter key to continue or

Click **Cancel** or press the Escape key to abort.


RESYNCHRONISE ENTIRE LIST:
Copies this list to any other computer(s) (to do entire list, select first entry before starting).
Advise other users!
NOTE: All other computer(s) will be overwritten.
Continue?
OK
Cancel

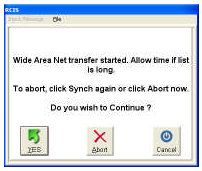
When a Full Sync is selected this screen is displayed. It is the operators last chance to abort the Sync process before it starts.

Clicking the **OK** button starts the synchronisation.




This box will be displayed briefly on the master PC if the Sync is started from there. There is no need to press any of the buttons, the box will clear within a few seconds.

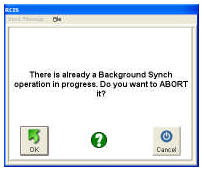
In the centre of the box the number of PC's Sync'd on the LAN will be displayed. This is usually very fast compared with the serial port synchronisation.


Wide Area Net transfer started. Allow time if list is long.
To abort, click Synch again or click Abort now.
Do you wish to Continue ?
YES
Abort
Cancel

When this box is displayed the Sync should already have started. Syncing records are displayed in the upper right hand corner of the screen.

Click **Yes** to close the Box and continue the Sync to all other system PC's.

Click **Abort** or **Cancel** to stop the Sync or press the Escape key.




If an attempt is made to perform a sync while another sync is in hand then the user will be asked to confirm their requirements. By either cancelling the new sync request or cancelling the current sync process.

When a Sync is aborted a confirmation box will be displayed.

You can abort a Sync by selecting a Sync again on the same PC as shown above.

## 9.4. ECS Trains

### *9.4.1. Overview*

ECS trains are assumed to be empty trains either arriving or departing from the station.

They are identified by the three letters ECS. The letters must be in capitals and must not be separated from one another in any way, otherwise they will be treated as a normal train. i.e. E.C.S. will be treated as a destination, not an ECS train. Examples can be seen in the Today List on page 8.

These trains will only appear on the staff summary displays as well as the platform and barrier line displays. The Operator can stop the delays being displayed on the platform and barrier line by setting the record to be "Summaries Only", see section 3.6.6.

## 9.5. Train Arrival Records

These can be marked on the Today List and in the Master Files as arrivals by holding down the Ctrl key and pressing F7. An "A" is inserted into the status column. The capital A also ensures that the train is automatically cleared from the arrival screen within a set period of time, usually defaults to 5 minutes after the public arrival time.

In order for the train record to be recognised as an arrival, it is important to include the word "From" at the start of the record description column. The From must be proceeded by a space and must have a capital F as the first letter. When records are marked in this way they are identified as arrivals and will only appear on the Summary Arrivals display.

Arrivals are automatically removed after the period selected by the operators on the Ctrl+F5 Configuration form. The clear down period starts from the official arrival time or the time at which the arrival is posted if this is later than the expected time. They will also be automatically cleared from the Today list.

To this Automatic arrival clear down feature at least on PC must be set as the master PC with "Check Link to Displays" selected.

See also 3.5.4 Arrival Clear Down Period

(c) QSL, Version & Details as per front page

## 9.6. Desktop Icons

The desktop icons are located on the main Wise desktop. They can be seen at the bottom of the screen while the status window is not open.

When the mouse is moved over an icon a message about its use is displayed on the dark background above the icons.

| Icon | Description |
|---|---|
| | This icon enables an Operator to gain access to the Windows operating system. It should only be used in emergency situations under the guidance of an engineer. |
| | The upgrade Icon is for use by engineers only. It should not be used by Operators, except under the guidance of an engineer. |
| | The power down icon is used to shut down the PC. It can be restarted again by turning the power back on. |
| | The setup icon is used to setup Wise. It should only normally be used by and engineer, or in exceptional circumstances under instruction from an engineer to change the name or use of a terminal. |
| | The Modem Icon indicates when a modem is attached and talking to a remote computer. Dots on the Icon will change to red when it has attached successfully. |

## 9.7. Train Status Indicators

### *9.7.1. Overview*

The train Status column of the Master files and the Today list is used to display the status of each train record.

Many of these items will be covered in more detail in other sections of this document.

### *9.7.2. List of Status Settings*

| Symbol | Description |
|---|---|
| ---- | **Pending** - train is pending, it has not arrived and has no other status settings applied to it - i.e. not posted or cleared. |
| //// | **Cleared** - the train has left or is not running and has therefore been cleared. |
| ##--<br>A#-# | **Posted** - the train has been posted to the displays. A blue highlight indicates that the record is displayed on the next train displays and platforms. The A#-# trains are only posted to the Arrival Summary.<br>Other combination are #H-- , ##P- , ##M- , ##R- |
| ---S | **Summaries Only** - the train is only to be displayed on the summaries. |
| ---N | **No Summaries** - the train is never displayed on the summaries. |
| -#Q- | **Queued** - the train is to be posted as soon as the previous train posted to the same platform is cleared. Multiple queued trains are departed according to time. |
| -H-- | **Hold** - this is used as an acknowledgement to the system that the train is late and the record should not be automatically cleared. If it is a departing train, the system will stop sounding the late train warning beep. |
| A--- | **Arrival** - this is a special indicator used to hide arrivals from the next train displays. Trains will only appear in the arrival summaries. The "A" also signifies that the arrival is to be automatically cleared after a set period of time. |
| --P-<br>-#P- | **Front** - this indicates that the posted train will only appear on the front platform display, barrier and concourse, leaving all others with the "Please move down the platform message".<br>If there is a single hash in front of the letter then the train has been queued. Multiple queued trains are departed according to time. |
| --M-<br>-#M- | **Middle** - this indicates that the posted train will only appear on the front or middle platform displays, barrier and concourse, leaving the rear with the "Please move down the platform message".<br>If there is a single hash in front of the letter then the train has been queued. Multiple queued trains are departed according to time. |
| --R-<br>-#R- | **Rear** - this indicates that the posted train will only appear on the rear platform display, barrier and concourse.<br>If there is a single hash in front of the letter then the train has been queued. Multiple queued trains are departed according to time. |

### *9.7.3. Late Trains*

When trains are late and the system is in Auto Time Depart Mode, the train can be held on the screen (stopped from auto departing) by using the Hold command.

The hold command is effective on both arriving and departing train records.

The Hold button is located near the top of the Today list Icon panel. When selected using the F8 key or clicked by the mouse on the Hold Icon. The Hold setting is toggled on or off. When turned on, the currently selected train record is amended to show a capital H for hold in the status column.

Any warning beeps for overdue departing trains, are disabled for trains on hold. Held trains can only be cleared from the displays by manually clearing them from the Today list.

## 9.8. Warnings and Error Message Lists

### *9.8.1. Overview*

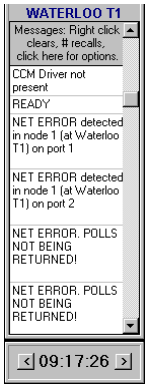
There are two main error message boxes, one is a stationary list box located above the Global Options buttons and the other is a popup message box.

The list above the Global Options buttons contains a list of all messages sent or received from or to any computer on the system.

The popup message box displays the urgent and most important messages.

### *9.8.2. Global Options Message List*

This list box is displayed above the Global Options buttons. It displays all messages, usually before they are added to the log file.

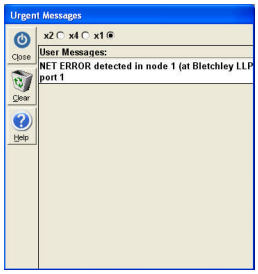

WATERLOO T1
Messages: Right click clears, # recalls, click here for options.
CCM Driver not present
READY
NET ERROR detected in node 1 (at Waterloo T1) on port 1
NET ERROR detected in node 1 (at Waterloo T1) on port 2
NET ERROR. POLLS NOT BEING RETURNED!
NET ERROR. POLLS NOT BEING RETURNED!
09:17:26

The list box can be hidden by moving the mouse across it from either above the box or up form below it. You can also click on the grey box heading to close it and clear the messages.

To redisplay the list box either press the # key or move the mouse across the date box which is located below the time.

### 9.8.3. ***Popup Message Box***

This message box is displayed when there is an important message that needs to be brought to the Operators attention. The box has several buttons and can be resized and moved when required.




Button use and operation is as follows :

- **Close** - Closes the box and remembers where the box was last positioned, so that it is displayed in the same position where it was closed. Pressing the Escape key has the same effect.
- **Clear** - Empties the list of all displayed messages.
- **Help** - Shows related help information. Pressing the Alt+? When this form has the focus will also display the help file.
- **X2, x4, x1** radio buttons - These are provided to set the size of the messages window. The default size is 1. Clicking the x2 or x4 radio button enlarges the box to reveal more information.

Common messages that are considered to be unimportant can be temporarily black listed by the Operator. Black listing only effects the computer on which it is enabled. This is achieved by clicking on the message to be black listed. The message is removed the list regardless of which option is selected. A popup box will be displayed offering three options.

- **Yes** - Black lists the selected message. This stops it being redisplayed again until the next time the computer is rebooted or the black listing is removed by the Operator.
- **No** - Cancels the black listing of all previously black listed messages.
- **Cancel** - Removes the selected item from the displayed list, without black listing it.

When enabled, it is also possible to permanently hide the messages from display in this message box. This is not recommended for use on all computers on a system network, as it can prevent Operators from seeing important warning and failure messages. There is a limit of approximately 12,000 different messages that can be permanently hidden in this way. When the list is clicked a popup box will be displayed offering three options.

- **Yes** - Permanently hide the selected item. This stops it being redisplayed again until such time as the Operator decides the cancel this process.
- **No** - Black lists the selected item.
- **Cancel** - Cancel displays a further message box offering three further options.
  - **Yes** - Cancels all permanently hide instructions, enabling all hidden messages to be displayed in future.
  - **No** - Cancels the black listing of the messages, enabling all black listed messages to be displayed in future.
  - **Cancel** - Only removes the selected item from the list box.

To stop the message box interfering with normal operation of the computer, it can be moved partly off the screen by the user by dragging the box with the mouse, to a convenient position at the edge of the monitor. The top left corner of the box must be visible in order to stop the box being relocated on the display window the next time it receives a message.

## 9.9. Error Message Filter And Fault Clearance

### *9.9.1. Overview*

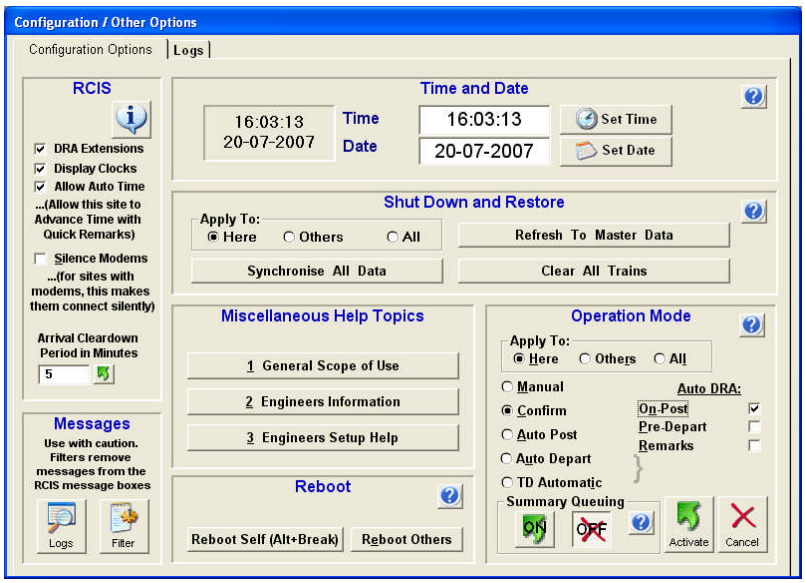
The Error message operations can e filtered to reduce the number of messages being displayed to only those that the user wants to see as follows.

- Each filter is only applicable to the PC on which it is used.
- All messages are still logged, regardless of the filter settings.
- The **Message Filter** stops selected messages from appearing in the message boxes.
- The **Log File Filter** helps restrict log message display, by only display those items that have been selected in filter dropdown combo boxes.
- The Pop-up message boxes blacklisting feature, has been extended to allow specific messages to be permanently hidden from view. These can be re-enabled using the new Message Filter form.

The message box filter is opened from the Ctrl+F5 Configuration form.

### *9.9.2. Configuration Form*

The Configuration form enables users and engineers to access logs and other global features.

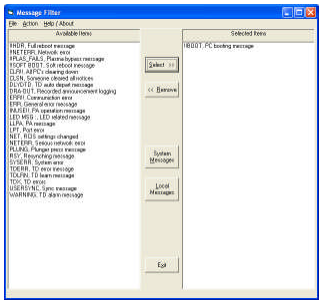



When enabled for use on the system the Message Filter form is opened by clicking on the Message Filter button. If this feature has not been fitted, an error message will be displayed in the message box.

## *9.9.3. Message Filter Form*

The Message Filter form is used to select message types that are to be excluded from display in the Wise message boxes.

NOTE : Excluding important messages will mean that the system will not be able to notify Operators using the terminal, that there is a fault on the system. Filtering should therefore be used with extreme care and should never be used on all control room PC's, so that at least one visible PC can alert Operators of a potential problem.




The Message Filter form is shown above. This form can be resized if needed by dragging the window borders.

The **Available** list on the left of the form holds a list of available message types and a brief description of their use.

The **Selected** list on the right holds message types that are to be filtered (i.e. not displayed on the current PC).

Items can be moved from one list to the other by first selecting the item in the list box, and then clicking on the appropriate button (select or remove) to move it into other list.

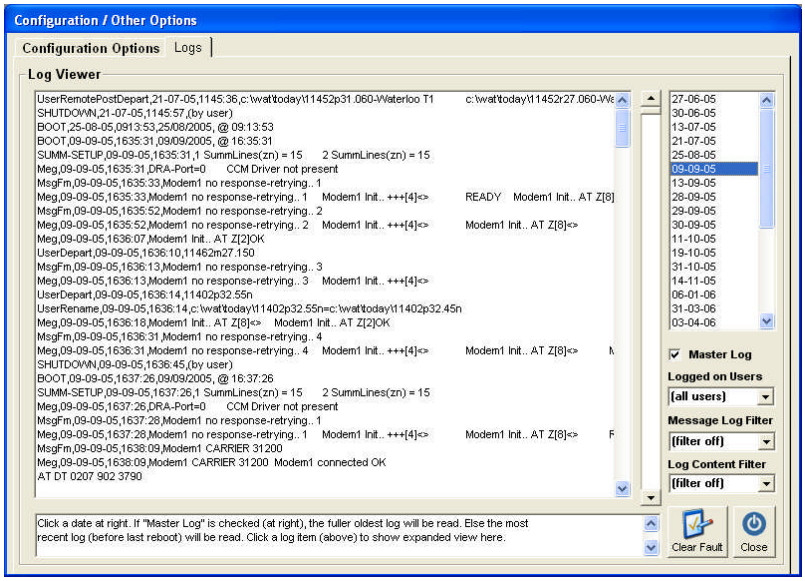
Two additional buttons have been provided to enable the Operator to change the type of message filtering.

- **System Messages** - These are messages sent around the system to all PC's, they are usually important and should not normally be filtered out.
- **Local Messages** - These are messages that have been banned from display in the Popup message box by using the Permanently hide feature. This feature can be enabled or disabled on various PC's as required by a System Engineer. Therefore there may not be any Local Messages that can be displayed in the list boxes.

## 9.9.4. Displaying and Filtering Error Logs

The contents of the Error Log can be filtered. When an item is selected from one of the filter combo boxes, the list the contents are filtered to show only those that match the selected filter combination.

The Message Log form is shown below. The filter combo boxes are located in the bottom right hand corner of the form.




The message list box displays the logged messages in date and time order, and the date list box to the right shows all dates on which messages have been logged. Each part of the message is separated by a comma, as follows.

- Message Type
- Date
- Time
- Message Text (repeated messages are appended to the same line).

When multiple messages are received simultaneously they are shown appended on the same line. These long lines can be view by clicking on the line in the list box. The line will then be displayed in the message box below the list at the bottom of the form.

The **Clear Faults** button is used to display the Fault Clearance & Fault Acknowledgement form.

Two drop down combo boxes are provided to filter the error log contents.

The **Message Log Filter** combo is used to display a specific message type only. The message type is the name at the start of the message line in the message list box.

Typically urgent messages are displayed in the MsgFm popup message box, all others appear in the Meg message box, and the message is copied to the log file with the message box name (MsgFm or Meg).

This means that the more urgent MsgFm messages can be selected from the filter combo box, and therefore listed on their own in the list box, making them easier to locate and read.

As the message can display a large number of messages which are subsequently logged. It can become difficult to separate out a specific message or group of messages. For this reason a second combo box is provided to help locate the specific contents of a message line.

This has been named **Log Content Filter**.

In most messages there will be a Title or Heading for the message sent. This will typically indicate the type of message or the PC that sent the message, and is at the start of the message text. Therefore the first 14 characters of the message text are extracted and inserted into the **Log Content Filter** combo list.

### *9.9.5. Clearing & Acknowledging Faults*

Messages may be added to the Error log. These can be any free text comments, however to make them easier to find and read in the log, the message type is entered by the program and can be one of the following.

- FLT-ACK - Fault Acknowledged.
- FLT-CLEAR - Fault Cleared.
- FLT_MSG - A general message.
- FLT-PNL - Indicates when the fault clear message panel was closed.

Fault Acknowledgement & Clearance
Description of Fault Cleared or Acknowledged (current date & time is added automatically)
Fault Cleared
Acknowledge Fault
Fault Cleared
Log Message
Escape / Abort

The fault clearance panel is displayed over the message log display list. It is opened be clicking on the Clear Fault button on the Log Viewer.

Users should enter a message in the edit box explaining the fault / cure or reason for the message and then click the appropriate button. The message is appended to the end of the message log. It is given the current date and time.

To view new messages click on the current date in the right hand date box and move to the bottom of the error message list.

## 9.10. Cancelled Trains

For this action to take effect the word "cancelled" must appear within the first remark as entered on the Train Editor form or from the F12 Quick remarks command.

The word CAN will also be displayed in the TD column of the Today List.

The TD column contents can be cleared by clicking the Reset button on the Today List.

# 10. Advanced Features

## 10.1. CIF File Extraction Software for TRUST / Wise Data Extraction

### *10.1.1. Overview*

Data extraction can only be as accurate as the CIF data received at the time of extraction.

When CIF extracts are in use, Operators must ensure that the CIF extraction directories 20 to 30 are not used for any other purpose, otherwise any existing data in those directories will be overwritten. When Automatic extraction is in use the CIF Tomorrow file directory will also be overwritten by the CIF extractor. At the time the manual was prepared the CIF tomorrow file was set up to extract into master file 31. The file can be set using the CIF Properties form.

The CIF extractor also prepares a TD delay lookup file for use on the following day. This file is copied around the system at the end of the extraction process.

How it works.

- First the CIF file is copied to the Hard Drive.
- Then the CIF file is read and extracted into a SWOB (Station Working Order Book) file format.
- It is then converted into Wise train records and saved in the Master files 20 to 30 on the hard drive.
- Finally the Master File Summary page and descriptions are updated to reflect the date of the extraction.

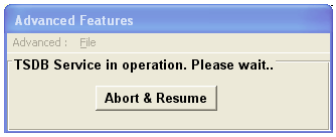
#### Starting The Data Extraction Process Manually

Ensure that the Wise software has the focus by first clicking the mouse on a visible part of the Wise window. Then press the F3 key to display the Master File Summary window.

The data extraction is started by clicking on the

"Import CIF File (TSDB)" at the bottom of the Icon panel of the Master File Summary window. This is only available on terminals with TRUST enabled.

While the extraction is taking place the offline terminal will be disabled to prevent accidental use of the data files or the Wise software during extraction. It also helps to avoid the accidental closure of the CIF extraction software before it has had time to complete its extraction.




A special message box will be visible over the top of the " Import CIF File" Icon. Click the button in this box to re-enable keyboard access to Wise. If you still wish to continue running the extraction program you must not access any master files or close the extraction software.

Please note that interrupting this process will result in the failed extraction of the data.

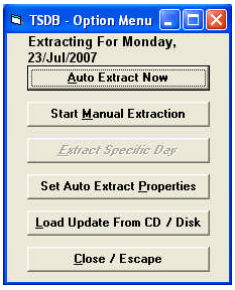
#### Manual Extraction Overview

The Operator will first be asked for the date of the data which is to be extracted.

Next the user will be presented with the TSBD Options Form

## TSDB Options Form

An Options form is presented for the operator to select the method of extraction. See the screen shot here.




The underlined letters are the shortcut keys, hold down the Alt key and press the required key to select the required operation.

The option menu provides the Operator with 5 main options and an escape button.

The available button commands are :

- **Auto Extract Now** - This option will start the extraction based on the last settings entered using the Properties form.
- **Start Manual Extraction** - This option enables the Operator to have more control over the extraction process, by manually responding to questions. This option is not recommended for large systems or multi-station systems.
- **Extract Specific Date** - This option enables data for a single date in the future to be extracted into a Master file directory. With the exception of the date and Master file selection this process is similar to the Manual Extraction. When users are required to enter a date at the start this option is greyed out.
- **Set Auto Extract Properties** - This displays the Properties form to enable Operators to select the required settings for automatic extraction of the CIF data. It is strongly recommended that users do not change these.
- **Load Update from CD / Disk** - This option displays the Windows file open box. The Operator can use this box to inform the program where the CIF files are to be read from. Once selected the files are copied to the CIF directory ready for extraction.
- **Close / Escape** - Closes the Option menu form.

If the Automatic extraction has been set and the Auto Extract Now button is clicked, the program will start and continue through to the end without stopping for further Operator input or guidance.

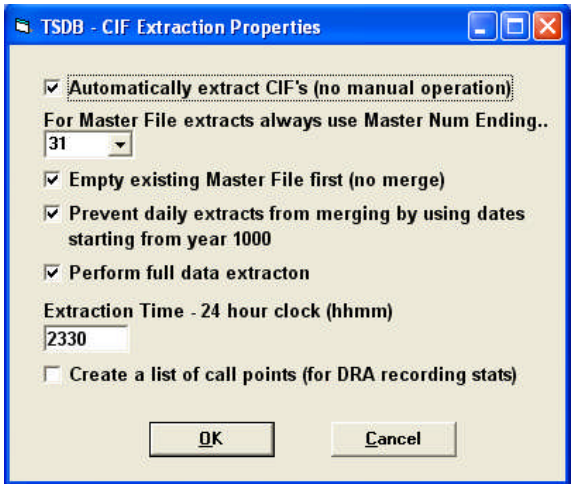
If the Set Auto Extract Properties button is clicked, the Properties box will be displayed, as shown below.

## CIF Extraction Properties Form

The options in the properties box are only effective when running in Automatic mode. They are ignored for manual extractions.

Notes : No automatic extractions can be undertaken until a destination Master File has been selected. The default master file is usually 31.

Also note that you cannot save the parameters if the selected master file is not empty or has not been selected.


TSDB - CIF Extraction Properties
Automatically extract CIF's (no manual operation)
For Master File extracts always use Master Num Ending..
31
Empty existing Master File first (no merge)
Prevent daily extracts from merging by using dates starting from year 1000
Perform full data extracton
Extraction Time - 24 hour clock (hhmm)
2330
Create a list of call points (for DRA recording stats)
OK
Cancel

Use of Form items and commands :

- **Automatically Extract CIF's** - This turns on the automatic extract capability.
- **For master file extracts always use** - The accompanying drop down combo box contains a list of all empty master file directories that may be used as well as the Tomorrow file (currently master file 50), Empty a required master file first before trying to set this parameter.
- **Empty existing Master File first** - This empties the master files before extraction commence. All files / records are removed. Un-tick to merge the new extracts.
- **Perform full data extraction** - This enables selection of a full data extract. Un-tick the box to undertake daily update extractions only.
- **Prevent daily extracts from merging….** - The option ensures that the extracted data cannot be accidentally merged with the nightly extraction by moving the date range for the master file summary list backwards by one millennium. Hence year 2001 becomes 1001.
- **Extraction Time** - This enables the time for the automatic extraction to be set. The time is entered as the numeric value of a 24 hour clock. Hence 03:30 is 330, and 13:20 is 1330. The times of the nightly extraction should be avoided, so it is better NOT to use this between 02:50 and 03:30. Setting the time to 23:30 enables the latest extracts to be used as the Today file for the following day.

### Automatic Extraction Process

Automatic mode is selected by ticking the Automatically Extract CIF's tick box in the Properties box.

Once started the operation continues through to the end of the extraction process and then synchronises the Master File Summary list to all computers. If a full data extract is also undertaken the Master File containing the combined merged file is also synchronised.

### *10.1.2.Manual Extraction Process*

The Operator is required to make selections and authorise the continuation of the extraction process at various intervals during the extraction process.

If a TRUST terminal is supplied the Wise / TRUST interface software will have already transferred the CIF files into the CIF extraction directory.

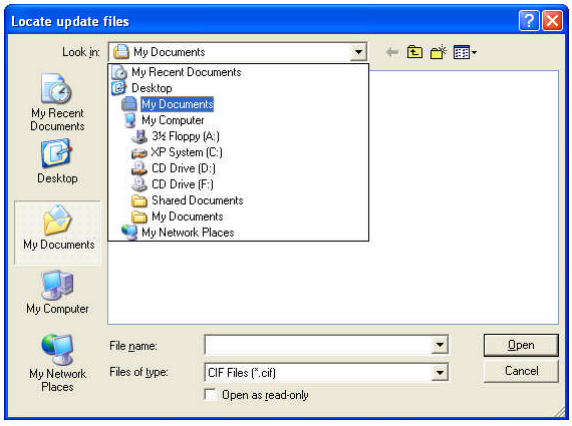
### *10.1.3.Loading Updates From Floppy or CD*

If the system is not connected to TRUST then the CIF files can be loaded from either CD-ROM / Floppy or copied over the Local Network. Network access should only be undertaken by a competent person. Files can be either copied from another PC on the network to terminal T2, or the Operator can use the Network button on the File Open dialog box to locate the network PC that holds the required CIF files.

When using network from a remote PC, CIF files must be copied into the following directory ***C:\ Rcd \ Silverlk \ CIF ***.

To copy files from a CD-ROM or Floppy Disk, insert the media into the drive.

Open the CIF option menu from the Master Files Summary (F3) screen. Once displayed press the **Load Update from CD / Disk** button to display the Windows file open dialog box as shown below.



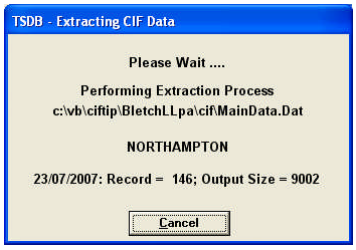

Select the drive letter from the Look In drop down box at the top of the box. Then click on the folders as necessary to locate the CIF file(s) on the floppy or CD. When CIF files are found they will be displayed in File Name box.

Click OK to copy the files to the CIF extraction directory. A confirmation box will be displayed after the files have been copied.

The Data extraction has been automated to enable the Bletchley LLPA DRA System data to be extracted. User intervention is not recommended due to the very complex nature of extraction train information for 11 stations into a single timetable.

## Extracting CIF Data Progress Box

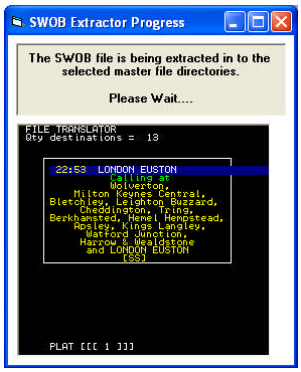
While the extraction process is underway, a progress box is displayed showing the current state of the extraction process, and an indication of the number of items processed.




The data is then extracted and converted into a SWOB file format.

Once the CIF extraction process is complete, the SWOB file is extracted into Wise compatible file records.

### SWOB Extractor Progress Box




The SWOB extraction program will display the SWOB Extraction Progress form. This will show a continuously updated mimic screen resembling a CRT display similar to one shown below.

Once started the extraction should not need to be stopped. However in extreme emergencies it is possible to stop the SWOB extraction by pressing the escape key.

The content of the display is purely an indication that the SWOB extraction is progressing normally.

Once extraction has finished the form will close.

Directories 22 to 28 inclusive contain the daily extracted records. All records for each day of the week are deposited into these directories with the exception of CIF tomorrow files.

Date specific extracted directories have the start and end date entered for the date on which they are to be used.

| | | | | |
|---|---|---|---|---|
| 23+ | 21/10/1002 | 21/10/1002 | M------ | Resrvd, CIF: Monday |
| 24+ | 22/10/1002 | 22/10/1002 | -T----- | Resrvd, CIF: Tuesday |
| 25+ | 23/10/1002 | 23/10/1002 | --W---- | Resrvd, CIF: Wednesday |
| 26+ | 24/10/1002 | 24/10/1002 | ---Z--- | Resrvd, CIF: Thursday |

As previously stated in the 5.2.2 CIF Extraction Properties Form, the year can be disable or enabled depending on whether CIF data is to be automatically loaded into Wise during the nightly extraction process. The image above shows the year disabled to prevent automatic loading into the Today list.

Once the Operator has checked the contents of the newly merged master file it could be used as a Tomorrow file or a replacement for the Operators own master files.

## 10.2. TD (Train Describer) Maps

### *10.2.1. Overview*

The TD Maps are provided to help track train movements around the railway network around the station(s) covered by the system. The maps show essential details of train movement and the data gathered from the TD operation is used for other automated processes including :

- Automatic posting of arrivals
- Automatic posting of departures
- Automatic departing of trains
- Assigning platform numbers as trains arrive at a platform

The System Diagnostics Map is used to show operational status details about the system, this includes the following. These are described more fully later on.

- Identifies PC's and other equipment on the system network and provides a diagrammatic layout of the system

- Identifies which monitors are connected to which AVC's
- PC status
- PC connection details
- Display Monitor status
- Individual AVC display monitor status checking
- Isolation of faulty monitors

Several diagnostic functions are accessible to the Operators. But we strongly recommend that they do not use them, as incorrect or accidental use may lead to permanent changes to the configuration data. These diagnostic functions are located on the control panel at the bottom of the maps.

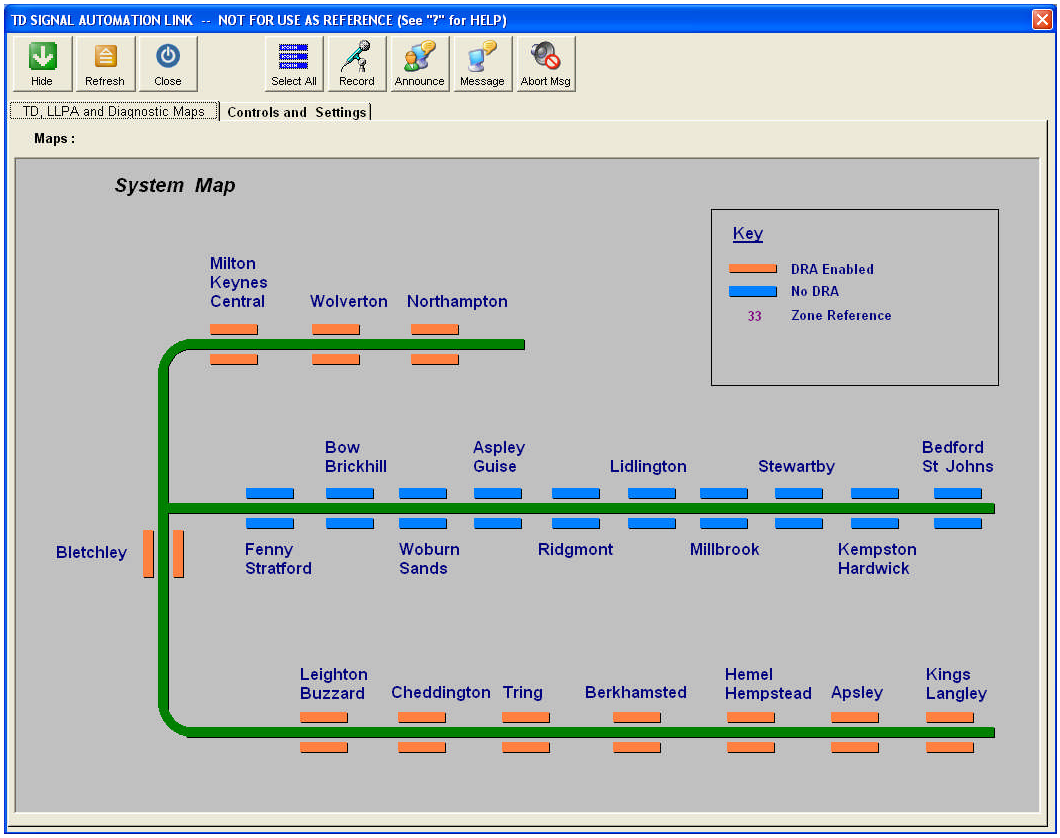
### *10.2.2.TD Maps*

The TD maps are displayed by pressing the equals key (=) on the keyboard or by clicking the TD LINK button on the Global Options panel.

Each map can be viewed by either clicking the appropriate map button located at the top left corner of the tab (if there is only one map the map buttons will not be visible), or by pressing the number of the map required on the keyboard.

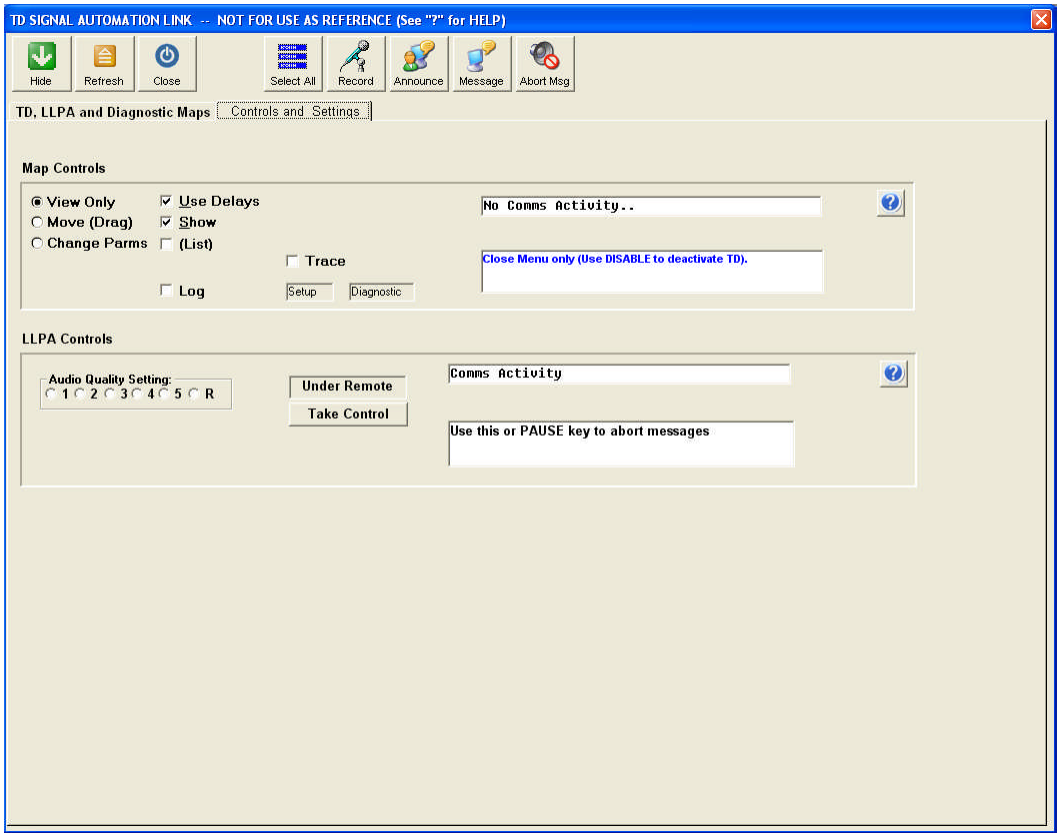
### *10.2.3.Changing & Viewing Maps*

Map 1 is likely to be the most frequently used map. Any other maps show train movements further away from the station.
Map 1 for this system is shown below.



### *10.2.4.Map Controls*

The special map controls are located on the Controls and Settings Tab. They are used to customise the displayed data and undertake diagnostic testing of any TD data.




The top control panel is controls TD usage and TD map settings.

The white box on the left shows help information about any items below the mouse. When moving the mouse around the screen, especially over the controls, a brief description about their status or their use will be displayed in this box.

- **View Only** - This is the normal operation mode when viewing the TD maps. The white coloured berth numbers are hidden from view.
- **Move (Drag)** - When selected this option enables the user to move a berth. Berths are moved by holding down the mouse over the berth and dragging it to its new location. Click View Only again when finished.
- **Change Parms** - Enables the berth identification lookup to be changed. Click the mouse on each of the berths to be changed. Click View Only again when finished.
- **Use Delays** - When ticked, Operators will be advised of any delays and the delayed train will be repositioned in the Today list to reflect its actual time in relation to other train movements, and when coupled with the TD Auto mode in particular the Arrival summary screen will display an "Expected" arrival time.
- **Show** - This option notifies the Operator of all delays regardless of the Use Delays setting. When disabled no train delays are notified. When ticked on Terminal T1, the arrival delay messages are routed to the Today lists on all control room PC's. This information is displayed in the right hand column of the Today list, headed TD.
- **Log** - This option is for engineering use only. If engaged it should only be used for short periods.

- **Setup** - This provides access to special map INI files for use by engineers only. This option is normally password protected to stop accidental use.
- **Diagnostic** - This button displays help information it is provided for engineering and system diagnostic use.
- **List** - Displays the delay messages in the right hand message box on top of the Global Options button panel.
- **?** - The general help for the map display and control panel usage or you can press the F1 key.

The bottom control panel is many used to support older Wise systems with LLPA built in. It serves no purpose on the Bletchley LLPA DRA system as VoW handles all LLPA operations more effectively.

- **Disable** - Stops and clears all TD display on the terminal and closes the TD map window. When the map is re-opened again it will be blank and will only be re-populated as trains move to their next berth, this only happens after the map is redisplayed.
- **Trace** - When ticked it is possible to trace the movements of each train. The train ID is left in a light grey colour in each of the berth positions it has passed through. To stop tracing un-tick the trace option. When tracing is off the next train to move along the same route will erase any remaining train ID's. To remove the traced train ID's manually, click either the Disable or Refresh buttons.
- **Refresh** - Clears the existing berth contents and re-displays the current train ID's held in memory.
- **Escape** - Closes the map window, but does not stop TD train tracking.
- **Map Select buttons 1 to 5** - These are used to move from one TD map to another.

The box showing "No Comms Activity" in the sample image above, is where the TD messages are displayed as they are received. If TD is operational, this box will be displaying TD data continuously.

## 10.3. TD Auto Mode

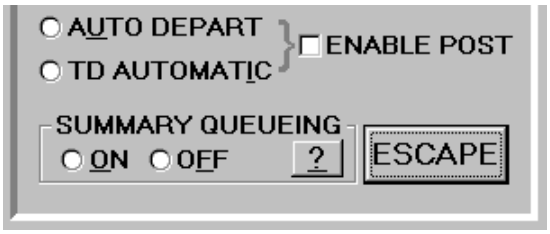
### *10.3.1. Overview*

TD Auto is an operation mode used control the posting of train information automatically by using TD data, rather than manual operation by an Operator.

Two modes have been provided for use at TD enabled stations :

- Automatic posting of train departures.
- or manual posting of train departures.

The modes are selected via the mode configuration box, for more information about the modes see the main user manual. The lower half of the box is shown below. When "Enable Posts" is also ticked the train departures will be posted automatically. When un-ticked manual posting will be required.




See also the section 10.2 on TD Maps for details on TD operation and use.

### *10.3.2.TD Auto Operations*

When TD mode is on several other operations are enabled automatically as follows.

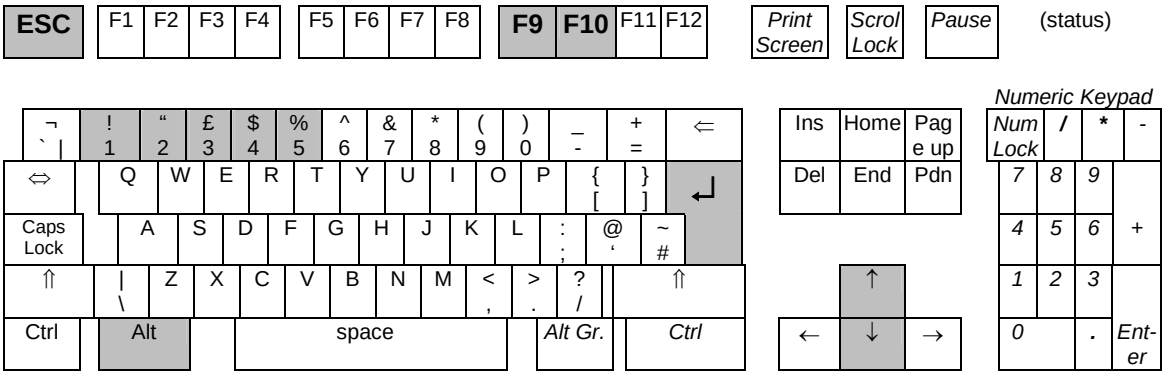
- Arrivals are automatically displayed as "Arrived" on the summary arrivals screen.
- As a train arrives at the station its platform number is inserted into the today file and the current today list for both the arrival record (if one exists) and the departure record.
- With "Enable Post" the departures are also posted automatically and are cleared when the train leaves the station.

For the most effective use of TD auto mode, it is recommended that the Summary Queuing mode is also enabled. This will avoid the need for the Operator to manually post trains without platform numbers. If the Operator manually takes charge by posting a train without a platform number the system will wait for the Operator to provide the platform number, rather than automatically inserting the platform number for them when the train arrives.

# 11. Basic Principles

If you are entirely unfamiliar with PC's then you are advised to read this chapter for orientation and familiarisation before reading any other chapter. This chapter has been put near the rear of the book as much of the subject is self explanatory and many users are familiar with PC's.

## 11.1. Keyboard




### *11.1.1. Standard Keys*

The important keys for the Wise application are highlighted. All important keys are described in detail elsewhere.

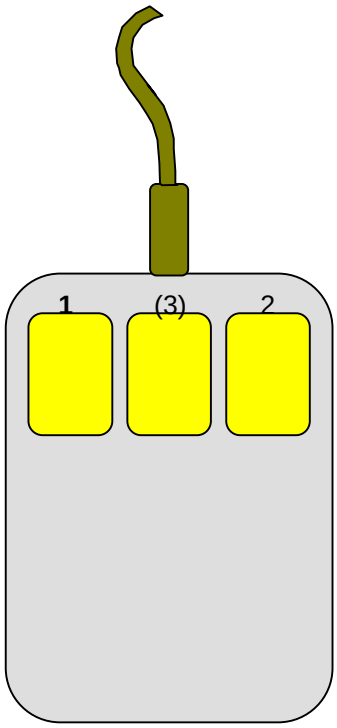
- ESC: This is used to exit the current function or menu.
- F9: This is used to Depart trains and Clear notices
- F10: This is used to Post (display) trains and notices
- 1 to 5 etc.: Whilst in the Today List, these numbers select the relevant platform.
- Enter Key "↵": If you are using the keyboard to select items from lists (rather than the mouse), you will need to use the Enter Key to gain access to the item once the item has been selected.
- The cursor keys "↑↓": These are used to select an item from a list with the keyboard (as opposed to the mouse).

The keys which are shown in italics (including the entire numeric keypad to the right) are not relevant to the Wise application and there usage is not recommended.

### *11.1.2. Key Combination Press's*

Some functions are only accessible by pressing a combination of the above keys. Combinations include Shift+Key (eg: for capital letters), Alt+Key (eg: to activate a screen button). If you are unfamiliar with key combinations, the precise method (using the example of Alt+3 as an example) is to press and hold the Alt key and then (while still holding the Alt key) press key number 3 .

## 11.2. Mouse




The mouse will be as shown or similar. Note the orientation of the mouse. This is the angle the mouse should be at as you manoeuvre it. If the right hand is used, the index finger of the right hand should be poised on the left mouse button (labelled "1").

The Master Mouse Button is the left mouse button (labelled "1") and is used to click a control or screen button or is used to select a list item.

Double Clicking is achieved by quickly clicking the left mouse button (labelled "1") twice. The Double Click is generally used to action a selected list item.

The 2nd button (labelled "2") is generally unused but may be used in a similar way to the ESC key (keyboard). The 3rd button (labelled "(3)") is never used and may not be fitted depending on the hardware supplied.

On the latest mice button 3 is often a wheel button providing additional mouse control of some scroll bars and program windows.

### *11.2.1.Tips*

#### Keyboard Care

Keyboard : Care:

The keyboard requires no maintenance other than to ensure that it does not have fluid or ash spilt on it. If there is a fluid spill, the keyboard may be salvaged by immediately turning it upside down and at an angle so that it will drain and dry. Shaking it may cause fluid to be forced further into the switches. Leaving it over a heater will warp it. Flushing it with water will probably cause more damage.

#### Mouse Care

:

Keep the mouse in a clean environment. Fluids, dust and ash are particular causes of mouse jamming.

If the mouse appears to jam, (will not move or will only move horizontally or vertically), the ball and rollers should be examined and cleaned. When using optical mice the feet may become dirty causing the mouse to tick on the table.

Dust can be cleaned off the rollers by removing the circular cover that contains the ball on the bottom of the mouse. Instructions for removing this cover are shown by way of arrows on the bottom of the mouse (instructions vary depending on the mouse provided).

(c) QSL, Version & Details as per front page

## 11.3. Windows

### *11.3.1.Fundamentals*

| QUESTIONS | ANSWERS |
|---|---|
| What are Windows? | Windows are the visible frames that appear on the screen to contain controls and menus |
| Do I need to know about Windows? | Much of the window management is done for you but there are some prerequisite concepts. |
| What do I need to know? | Mainly that if a window is not active, you will not be able to control it with the keyboard! Also some windows take over when they appear and you will not be able to control the system again until that window is closed. This is called a Modal Window. |
| How will I know if a window is active? | It's border will be highlighted. The highlight colour varies as this is set up in Windows according to preference. However, normally an active window has a cyan/blue border whereas a non active window has a washed out grey border. |

| ACTION | METHOD |
|---|---|
| To open (fetch) a window | Use the screen buttons provided. They are titled to show the window that they will pick up. You must click these with the mouse button (see p83). |
| To close a window | The Wise application has been written so that Windows automatically close when you press the ESC key. The last window you called will reappear |
| To make a window active | As explained above, a window must be active before you can control it with the keyboard. Normally the window that you last opened is active. If it is not active, click it on it's border. |
| To move a window | You should not need to. However, you should know that it is possible to move a window if it has a title bar. This is performed by dragging on the title bar (see para 11.3.3, p85). |
| To click a control | A control or button is a screen object within a window that performs some function. The function is usually written on the button or control. To action that function, you must click it with the mouse. This requires that the mouse pointer is moved to the button and then the Left Mouse Key is pressed. |
| To activate a control using the keyboard | See the next section. |

### *11.3.2.Using the Keyboard to "click" a screen button*

Almost all the screen buttons provided within the Window Menus have associated keys or key combinations allowing the user to use the keyboard to *click* the button. The two types of key are Function Key (as written on the screen button where applicable) or the Alt+Letter combination.

The Alt+Letter combination is indicated by the underlined letter (where provided) in the text on the screen button. For example:

In the above example, the correct key combination would be ALT+M.

If there is more than one button with the same underlines letter then Windows will alternatively highlight (make the border darker) every button in turn each time you press the combination. Once the desired button is highlighted, press the Enter key.

For more information on pressing Alt+Key combinations, see the previous Keyboard Section, page 82.

### *11.3.3.Advanced Window Usage*

If you are familiar with MS Windows™, you will be aware that there are many complex functions associated with Windows. Most of these functions (such as resize, minimise, maximise) have been removed to simplify Wise.

The only remaining function that may be of residual interest is Moving Windows. This is achieved by placing the mouse on the top "title bar" of the window and dragging it. To drag, press the left mouse key and hold it on the object (in this case the window) while moving the mouse so as to effect movement of the object. Once the desired position is achieved, release the mouse key. This functionality is not essential to Wise.

### *11.3.4.History*

For Wise, MS Windows™ was selected to provide a frame oriented graphical menu structure. This format has the advantages of commonality allowing the user to adapt quickly between differing applications (other than Wise) and allowing added functionality through upgrade for graphics etcetera. Whilst at first it may appear complex, it should become evident that Windows offers a very flexible, consistent approach. The two main advantages are the self explanatory graphics and the windows clipboard. The clipboard allows the user to copy text anywhere between text boxes.

# 12. Faults & Maintenance

Faults in the system can occur due to a number of reasons. The most common reason being electrical noise caused by power surges, electrical storms or track power transients. These faults are generally compounded by the complex nature of the operating system (Windows). Such faults exhibit themselves in a number of relatively inconsistent ways. For example, a menu may no longer appear as it did or the system may slow up or the system may simply no longer function. In all of these instances, the solution is to Reset The Computer.

If most instances a simple and quick solution is to reboot the PC. This will clear most of the common faults and unexplained conditions that can occur from time to time.

To Reboot the Computer:

1. ***Exit any current activity***: First, where possible, press the ESC keys until the Main Menu is shown. If the Status panel (at the bottom of the screen) is visible, click CLOSE. Wait 20 seconds for any internal activity to finish.

2. ***Click the Power Down Icon***. This is the icon at the bottom that looks like a power plug being removed from a socket. It will ask you to confirm - click yes. If you see a black screen, skip to paragraph 5 below.

3. ***Press Ctr+Alt+Delete*.** Press and hold the Ctrl key, while holding Ctrl, press and hold the Alt key, while holding both the Ctrl and Alt keys, press the Delete key. Avoid using the “RESET” button, long term harm may result.

4. ***Wait another 20 seconds***. A blue Windows screen will be visible that will give you some advice on how to reset. This information can be largely ignored as it is not relevant to Wise.

5. ***Press Ctr+Alt+Delete again***. After about 10 seconds, the computer should begin to reset. Note that re-booting to Wise can take as long as 2 minutes. If the computer does not respond to the above, switch it off and on again at the rear of the computer itself or at the power outlet.

If the above does not cure the problem, or if problems persist, please note all details and contact your maintenance department.

***If Windows displays an error and exits:***

If you see a screen with only white text on a black background, Windows has exited. Usually, you will see a prompt first. If this is the case, follow the instructions. As instructed, you should reboot the system (press RESET button on computer after a 1 minute pause). **If spontaneous exiting persists, enter FIX at the instruction.** This will flush out the Today's file. Note that you will need to reinstate the Today's File. See section 3.9.

## 12.1. Reset Procedures

### *12.1.1. There are 3 ways in which to reset a server or terminal node.*

The 1st and 2nd methods perform a warm boot, The 3rd method will perform a Full Power Down Reset. Please Note: A warm boot is faster and may be all that is necessary, but only resets the software and not the hardware.

A full hardware and software reset is required to all applicable (and accessible) equipment before calling out technicians. If the fault persists after a reboot, or continual rebooting is required, technicians should be called out.

### *12.1.2. The three alternate procedures*

- **Local and All Software Reset :** Escape to the main control menu, press F5 for the Config menu. Select "Reboot Others". This will reboot all other computers connected. Once this has been performed, Reboot self will be prompted. This will do as described and reboot this computer. After a complete reboot of the system, a SYNCH of the system is then recommended using the SYNCH button in the today list. Use of this button from T1 is preferred. The system will synch itself, but this procedure will increase synch speed.
- **Remote Software Reset :** Escape to the main control menu, press "=" key for the TD maps and select map 5 for the Diagnostic form. From here you can select a node number, ie: an individual computer. Click on the node number to the top left of the required computer to display the monitor diagnostic form. From here select reboot. This will reboot the selected computer only. After resetting any computer a SYNCH is recommended as above.
- **Full Reset :** Escape to the main control menu, click on the "Power Icon" that looks like a plug being pulled from a wall socket.

  This will take you to a DOS screen, at which time you may switch off the computer using the on/off button. Wait for at least 10 seconds before turning it back on again. If you switch it on again and the state is unchanged or erratic, shut it down again and unplug from wall socket for 10 seconds.

  After resetting any computer a SYNCH is recommended as above. This will reset the software and hardware and is the preferred method.

The methods of reboot as described above should bring the system back into use. In every known single fault case, the system will be reset to its original state as it is designed to be tolerant to a single fault, ie: it should be useable whilst a single fault persists, unless more than one fault occurs, (or a fault affecting all terminals such as power). Typically, the system is tolerant to several faults at one time.

## 12.2. Notes

### *12.2.1."Clearing due to unfound server"*

If the system reports "Clearing due to unfound server", this means that the system is unable to confirm that you have control of it, because the system cannot detect the master terminal T1. Should the system get into this state, ensure your master terminal (T1) is in service. If not, reset it as above.

Note that while the system is in this condition, it will continue to be useable but to ensure there is no persisting misinformation, the system will automatically clear down the posted records every 10 minutes, requiring you to re-post the records each time.

If the problem persists transfer control from terminal T1 to one of the other Control Room terminals as described in the section titled "Changing The Master Terminal".

# 13. Support

Our policy at QSL is to provide a 2 months question answer service via an intermediate department (unless support has been specifically purchased extra to the system). In the early stages we will contact you depending on the complexity of the system to gauge progress and answer questions.

For further support at most sites, contact Faults (unless you have been advised otherwise) and issue a fault report carefully describing the “fault” as an “Urgent Request For Support”.

Please use this convenience with consideration for others. If it is deluged with requests, our ability to support everyone equally will be diminished. Please always consult the user manuals and other users first where possible. May we advise with the greatest respect that the support facility is not a suggestion box and that the software cannot be changed according to preference. Unless the system is provided for completely operator free operation, a degree of labour intensive supervision and manual intervention will always be required.

# 14. INDEX:


### *A*

Acknowledgements ..... 1
Acknowledging Faults ..... 72
Activating DRA ..... 55
Active Window ..... 6, 84
Advanced Clipboard Use ..... 30
Announcement Zones ..... 32
Appending Notices ..... 27
Appendix A ..... 61
Arrival Clear Down Period ..... 18
Auto Post ..... 13
Automatic Mode ..... 13
Automatic Modes ..... 17

### *B*

Basic Principles ..... 82
Beep ..... 20
BR2240 Specification ..... 12
Break All (Pause) ..... 49
Break Key ..... 56
Break Points ..... 46
Bus Connections ..... 33
Button ..... 6

### *C*

Cancellation Announcements ..... 50
Cancelled Trains ..... 72
Cautions ..... 7
Change Platform Form ..... 10
Changing Run Day ..... 30
Christmas ..... 29
CIF
- Definition ..... 6
- Extraction ..... 73

Extraction
- Properties ..... 75

- Loading Updates From Floppy or CD ..... 76
- Manual Extraction ..... 73, 76
- Option Menu ..... 74
- Progress Box ..... 76
- SWOB Extraction ..... 77

Clearing due to.. ..... 88
Clearing Messages ..... 72
Clipboard ..... 30, 85
Common Questions ..... 60
Configuration / Other Options ..... 17, 69
Confirm Mode ..... 13, 17
Connecting Services ..... 33
Copying
- Multiple Records ..... 30
- Records ..... 29
- To & From Today's & Masters ..... 30

Cursor ..... 6
Custom Announcements
- Accessing ..... 51
- Overview ..... 51
- Playback ..... 52
- Recording ..... 51

### *D*

Data Extraction (see also CIF) ..... 73
Date ..... 18
Default Script ..... 61
Default Scripts ..... 38
Delay Announcements ..... 50
Delay Remarks ..... 27

Delete This ..... 49
Departing Trains ..... 19
Desktop Icons ..... 65
Diagnostic Map (see also Maps) ..... 77
Digital Recorded Announcements ..... 32
Disabling DRA ..... 55
Disabling Zones ..... 55
Displaying & Filtering Error Logs ..... 71
DRA ..... 32
DRA
- Cancellation Announcements ..... 50
- Custom Announcements ..... 51
- Default Scripts ..... 38
- Delay Announcements ..... 50
- Editing Train Records ..... 33
- Editor Form Popup Menu ..... 41
- Main Editor ..... 35
- Manually Triggered Announcements ..... 45
- Overview ..... 33
- Platform Change Announcements ..... 50
- Platform Change Form ..... 44
- Queue Manager ..... 48
- Queuing Announcements ..... 45
- Script Variable Identification ..... 40
- Scripts Box Contents ..... 37, 39
- Scripts Selection Form ..... 42
- Special Remarks ..... 52, 53
- Split Train Announcements ..... 43
- Zones ..... 32

DRA - Digital Recorded Announcements ..... 33
DRA Editor ..... 35
Dynamics Queue Control ..... 46

## *E*

Easter ..... 29
ECS Trains ..... 64
Edit a CRT Display ..... 10
Editing Records in the Queue ..... 48
Editing Train Records ..... 33
Editor Form Popup Menu ..... 41
Editors
- Arrivals (identifying) ..... 64
- Master File Editing ..... 28
- Offline ..... 31
- Record Editing ..... 22
- Remarks ..... 25

Emergency Announcements ..... 33
Emergency Manual Override ..... 33
Emergency Manual Override
- How DRA Responds to Overrides ..... 33

Enabling & Disabling Zones ..... 55
Enabling DRA ..... 55
Enabling Zones ..... 55
Engineering Works ..... 29
Error message boxes
- Global Options Message List ..... 67
- Overview ..... 67
- Popup Message Box ..... 68

Error message filter ..... 69
Error Messages ..... 58
Error Messages
- Cannot Announce ..... 59
- Message did not play ..... 58
- No Platform ..... 59
- Re-assign Calling Point ..... 58
- Scroll Lock On ..... 58
- Sound Lock On ..... 58
- Unrecognised info ..... 59

Extracted ..... 12

## *F*

Fault Detection
- Common Q&A ..... 60

Reset Procedures ..... 87
Faults ..... 86
Finding ..... 19
Focus ..... 6
Full Reset ..... 87
Full Synchronisation ..... 62
Fundamentals ..... 84

## G

General Faults & Maintenance ..... 86
Global Options Panel ..... 14
Group Departing ..... 20
GUI ..... 12

## H

Holding Trains ..... 20, 67
How DRA Responds to Overrides ..... 33

## I

Icons
Desktop ..... 65
Modem ..... 65
Operating System ..... 65
Power Down ..... 65
Setup Wise ..... 65
Upgrade ..... 65
Images
Acknowledging Faults ..... 72
CIF
Floppy / CD Copying ..... 76
Option Menu ..... 74
Progress Form ..... 76
Properties Form ..... 75
SWOB Extract Progress ..... 77
Clearing Faults ..... 72
Configuration / Other Options ..... 13, 17, 69
CRT Editor ..... 10
Error Message Log ..... 71
Global Options Message List ..... 67
Global Options Panel ..... 14
Log Viewer ..... 71
Maps
Control Panel ..... 79
Miniature Map 1 ..... 78
Master File Copy Form ..... 29
Master File List ..... 31
Master Summary List ..... 29
Message Box ..... 68
Message Filter Form ..... 70
Notices Editor List ..... 15
Platform Change Form ..... 10
Popup Message Box ..... 68
Remarks Editor ..... 25
Remarks List ..... 25
Start Up Menu ..... 8
Status Window ..... 9
TD Mode Box ..... 80
Today Service List ..... 8
IMAGES
Extracted CIF Master Files ..... 77
Introduction ..... 32
Introduction
Overview ..... 32
Software ..... 32

## K

Keyboard ..... 6
Keyboard
Care ..... 83
Key Combinations ..... 82
to click ..... 85
Keyboards ..... 82

## L

Late Trains ..... 67

## *M*

Manual Mode ..... 13, 17
Manual Override ..... 33
Manual Summary Remarks ..... 26
Manually Triggered Announcements ..... 45
Maps ..... 77
Maps
- Changing & Viewing Maps ..... 78
- Control Bar ..... 79
- Opening ..... 78
- Overview ..... 77
- TD ..... 78

Mark Records ..... 31
Master Files ..... 12
Merge Records ..... 30
Message Filter Form ..... 70
Mice ..... 83
Mode ..... 13
Mode Box ..... 55
Mode Box Auto DRA ..... 56
Mode Setting ..... 18
Mouse
- Care ..... 83
- Jamming ..... 83
- Key ..... 6

Moving Windows ..... 85
MS Windows™ ..... 85

## *N*

Navigation ..... 15
Notice Appending ..... 27
Number of Queued Items ..... 49

## *O*

Off Line ..... 12
OnLine ..... 12
Operating Modes ..... 17
Operational Details ..... 12
Overview
- Introduction ..... 32
- Using DRA ..... 33

## *P*

Parameters ..... 30
Pause Key ..... 56
Pending Trains ..... 20, 21
Platform ..... 10, 21
Platform Change Announcements ..... 50
Platform Change Form ..... 44
Play Private ..... 57
Pointer ..... 6
Posting
- Ahead ..... 21
- ECS Trains ..... 64
- Out of Sequence ..... 20
- Style ..... 21
- Trains ..... 19

Priorities ..... 46

## *Q*

Q&A (Common Questions) ..... 60
Queue Manager ..... 48
Queue Types ..... 46
Queuing Announcements ..... 45
Quick Remark ..... 11
Quick Start Instructions ..... 8

## *R*

Refresh Todays ..... 30
Remarks ..... 11, 24, 25
Remarks for Delays ..... 27
Reset ..... 86
Reset Procedures ..... 87
Run Date ..... 30

Run Day ..... 30

## S

Script Box Contents ..... 37, 39
Script Variable Identification ..... 40
Scripts Selection Form ..... 42
Scroll Lock Key ..... 55
Searching ..... 19
Selecting
  A Train ..... 19
  Multiple Trains ..... 20
Selecting Zones ..... 38, 44
Ship Now ..... 49
Software ..... 32
Software Reset ..... 87
Special Notices ..... 15
Special Remarks ..... 27, 52, 53
Special Remarks
  Editing ..... 36
Split Train Announcements ..... 43
Start Up Menu ..... 8, 13
Status ..... 20
Status Window ..... 9
Stop Button ..... 55
Stopping announcements ..... 55
Summary Only ..... 21
Summary Queuing ..... 18
Support ..... 88
SWOB Definition ..... 6
SWOB File Extraction ..... 77
Synchronisation ..... 87
Synchronisation
  Full ..... 62
  Quick ..... 62
System Map (see also Maps) ..... 77

## T

Tables
  Train Status Column Indicators ..... 66
TD
  Other Operations ..... 81
  TD Auto Mode ..... 80
TD Maps (see also Maps) ..... 77
Time ..... 18
Title Bar ..... 85
Today List
  Controlling Train Display ..... 19
  Status Column ..... 12
  Window ..... 8
Todays List ..... 12
Train Status Column Indicators ..... 66
Trickle Down
  (see also ECS Trains) ..... 64

## U

Using TD Maps (see also Maps) ..... 77

## W

Window ..... 6
Windows ..... 6, 84

## Z

Zone Control ..... 55
Zone Selection ..... 38, 44
Zones ..... 32

# Revision Record

| Version | Description |
|---|---|
| 1.0 | Initial release of Manual, based on Wise version 2.7 |